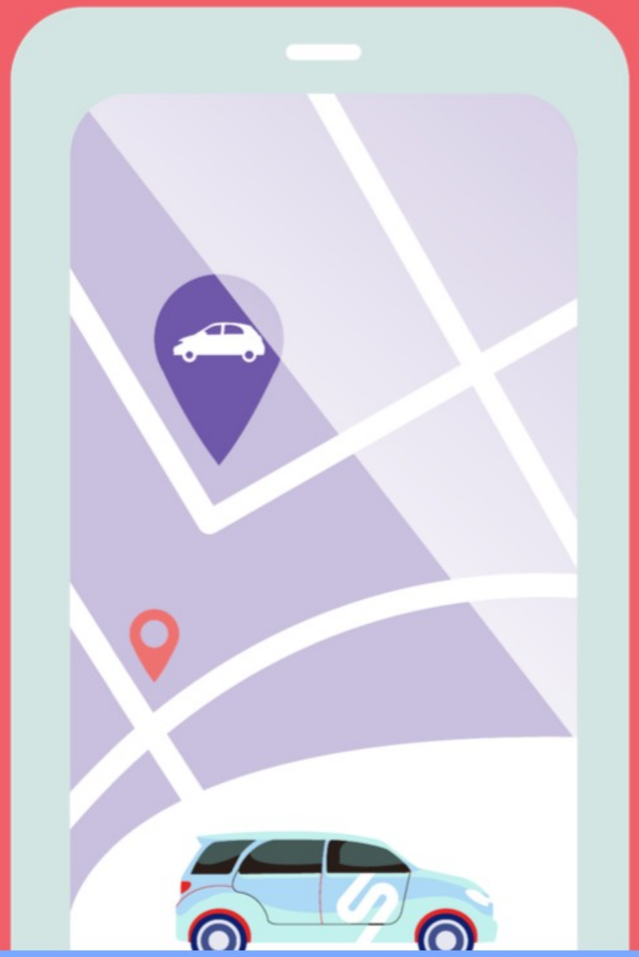
swift

whether you ride or drive with us

feel safe, feel secure, feel swift



UXDG360 - Professor O'Rouke | Grayce Richardson, Hridhay Mahesh, Lukas Wiesner, Gabby Lewis



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- Meet the Team
- Problem Statement
- Solution / Product Definition
- Business Goals & Success Metrics

Secondary & User research
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- User Research Method
- Survey Insights
- Interview Insights
- Personas

Solution: Functionality & Features
- Passenger Core Features / Functionality
- Passenger Sitemap
- Driver Core Features / Functionality
- Driver Sitemap
- Lo-Fidelity Wireframes
- Mid-Fidelity Wireframes
- Brand ID
- UI Styleguide

Prototype Testing
- Passenger Initial Testing and Recruitment
- Passenger Testing Script
- Passenger Initial Testing Insights
- Passenger Secondary Testing and Recruitment
- Passenger Secondary Testing Insights
- Driver Initial Testing and Recruitment
- Driver Testing Script
- Driver Initial Testing Insights
- Driver Secondary Testing and Recruitment
- Driver Secondary Testing Insights

Solution: Final Deliverable
- Passenger - get a ride
- Passenger - emergency contacts
- Passenger - profile
- Driver - accept ride
- Driver - manage earnings
- Driver- profile
- Swift

introduction



Meet The Team



Grayce Richadson

Project Manager



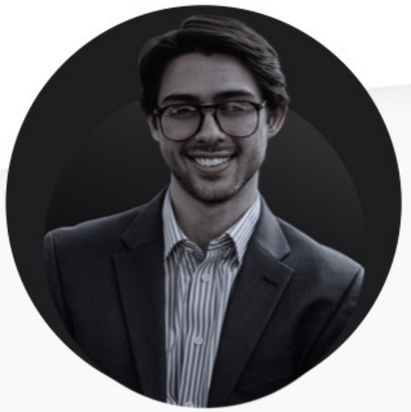
Gabby Lewis

UI Designer/Product Manager



Hridhay Mahesh

UX Designer



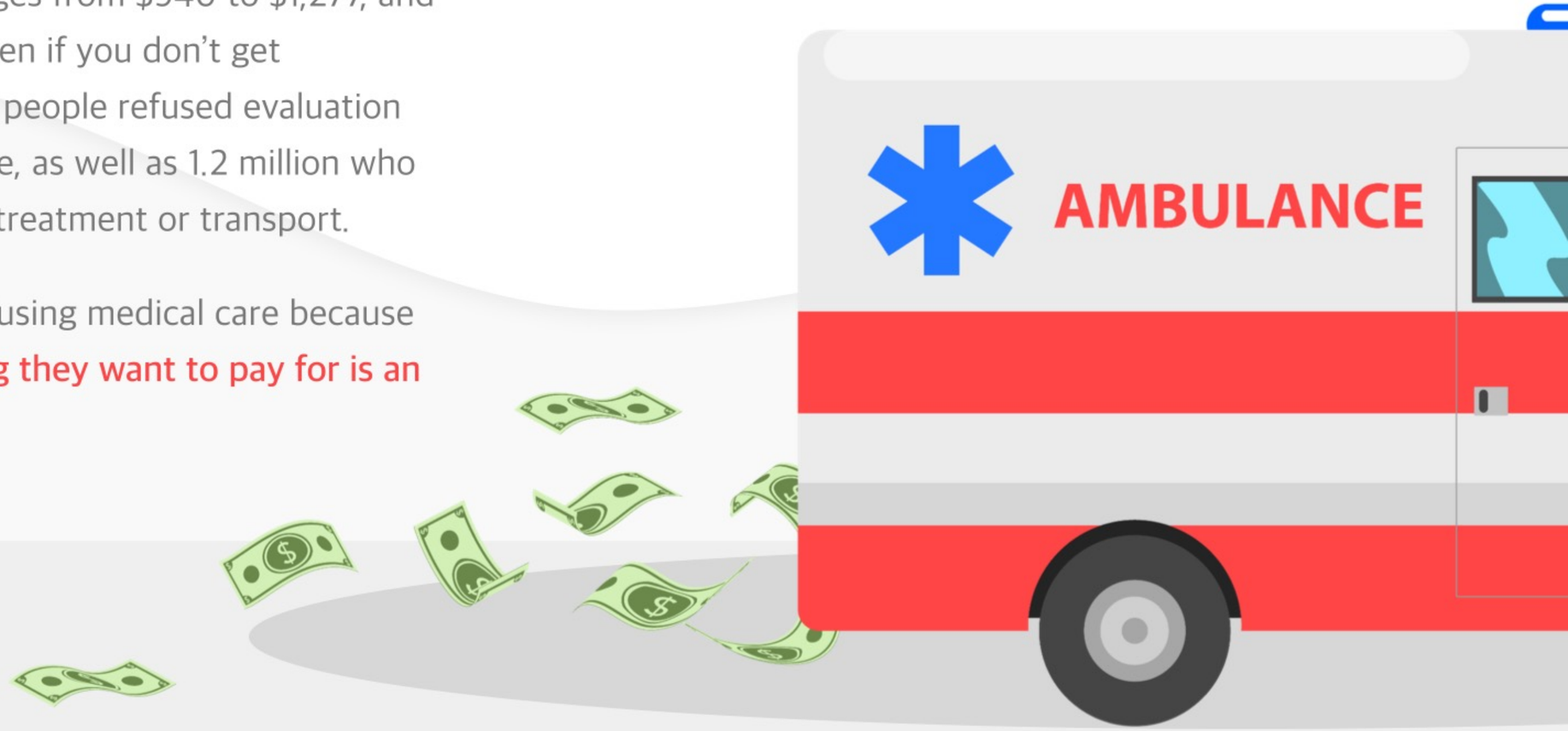
Lukas Wiesner

Research Designer

Problem Statement

The average ambulance ride ranges from $940 to $1,277, and you could still be paying a bill even if you don't get transported. In 2022, 2.5 million people refused evaluation and transport from an ambulance, as well as 1.2 million who were evaluated but required no treatment or transport.[1]

With almost 1 in 4 Americans refusing medical care because they can't afford it, the last thing they want to pay for is an unnecessary ambulance bill.



Enter Swift

A solution for people in non-emergency medical distress needing affordable transportation to medical treatment

Swift provides

Immediate transportation and convenient access to ER/Urgent care facilities without the worry of high costs or unsupported insurance

Business Goals	Success Metrics
• Service Expansion	Avg. User growth 20%
• Regional Expansion	offer services in new cities / suburban counties
• Partnership Development	Secure partnerships with local / regional facilites
• Quality Assurance	Receive annual assurance reviews from BBB
• Customer Loyalty	Avg. continued user 80%
• Cost Optimization	Maintained competitive rate of cost for services
• Regulatory Compliance	Maintained adherence to regulatory bodies

secondary & user research





Zocdoc

Great Feature

Intelligent Appointment Scheduling for seamless booking

Weakness

Limited availability in certain areas and specialties

Opportunity

Expand into Telehealth services to meet growing demand for healthcare



Georgia Medicaid

Great Feature

Comprehensive healthcare coverage for eligible low-income individuals

Weakness

Potential administrative complexities and bureaucratic hurdles

Opportunity

Improve digital accessibility and streamline processes to enhance user experience and outreach

UBER Health

Uber Health

Great Feature

Efficient and reliable transportation for medical appointments

Weakness

Limited to qualifying users who require assistance with long term medical care

Opportunity

Collaborate with healthcare institutions to expand service coverage and offer tailored healthcare transportation solutions

Primary Research

Conducted interviews and a Survey to explore the problem space and validate our concept

Ambulance passengers

Qualitative Interview



EMS Professionals

Qualitative Interview

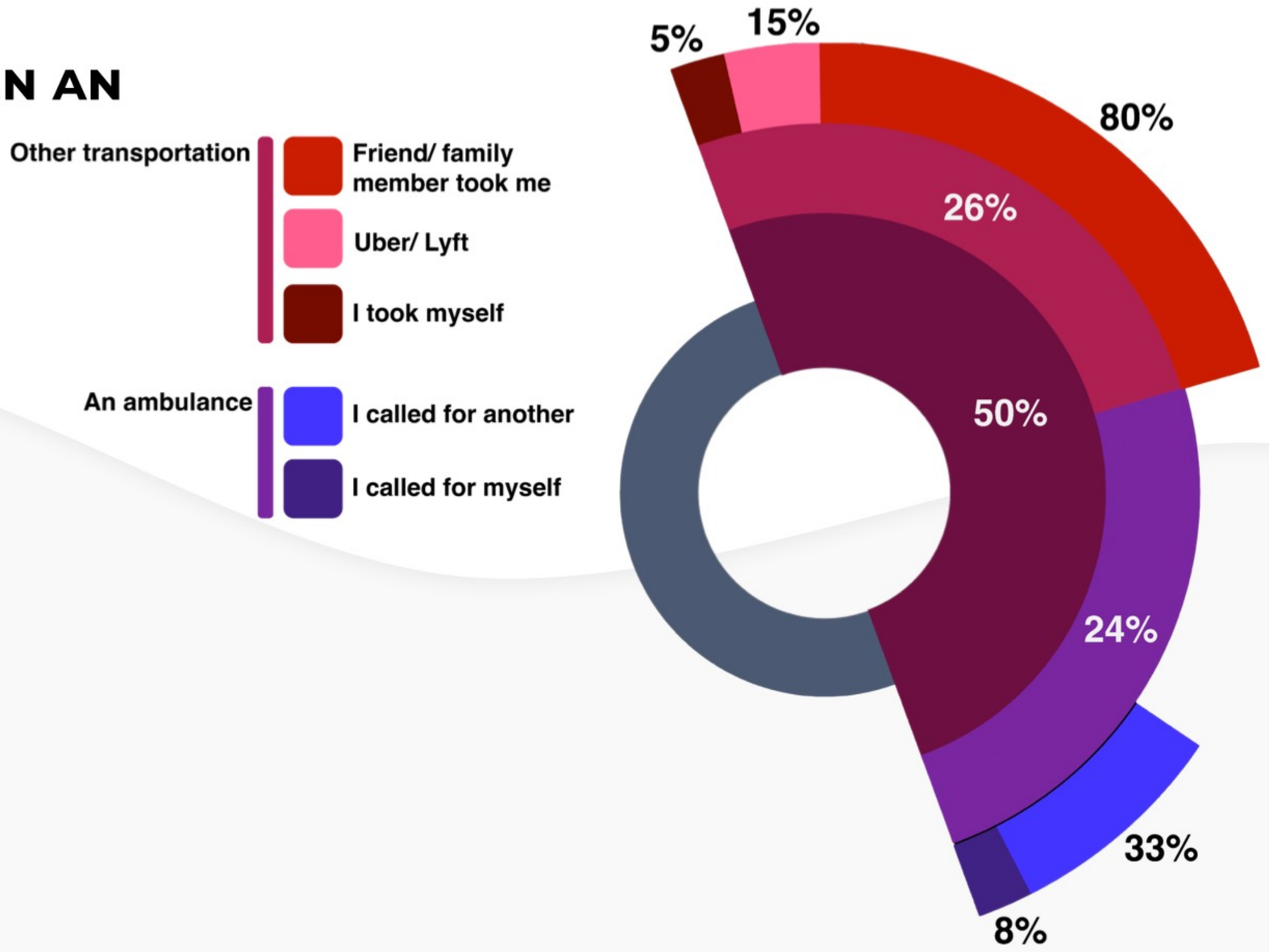


Survey

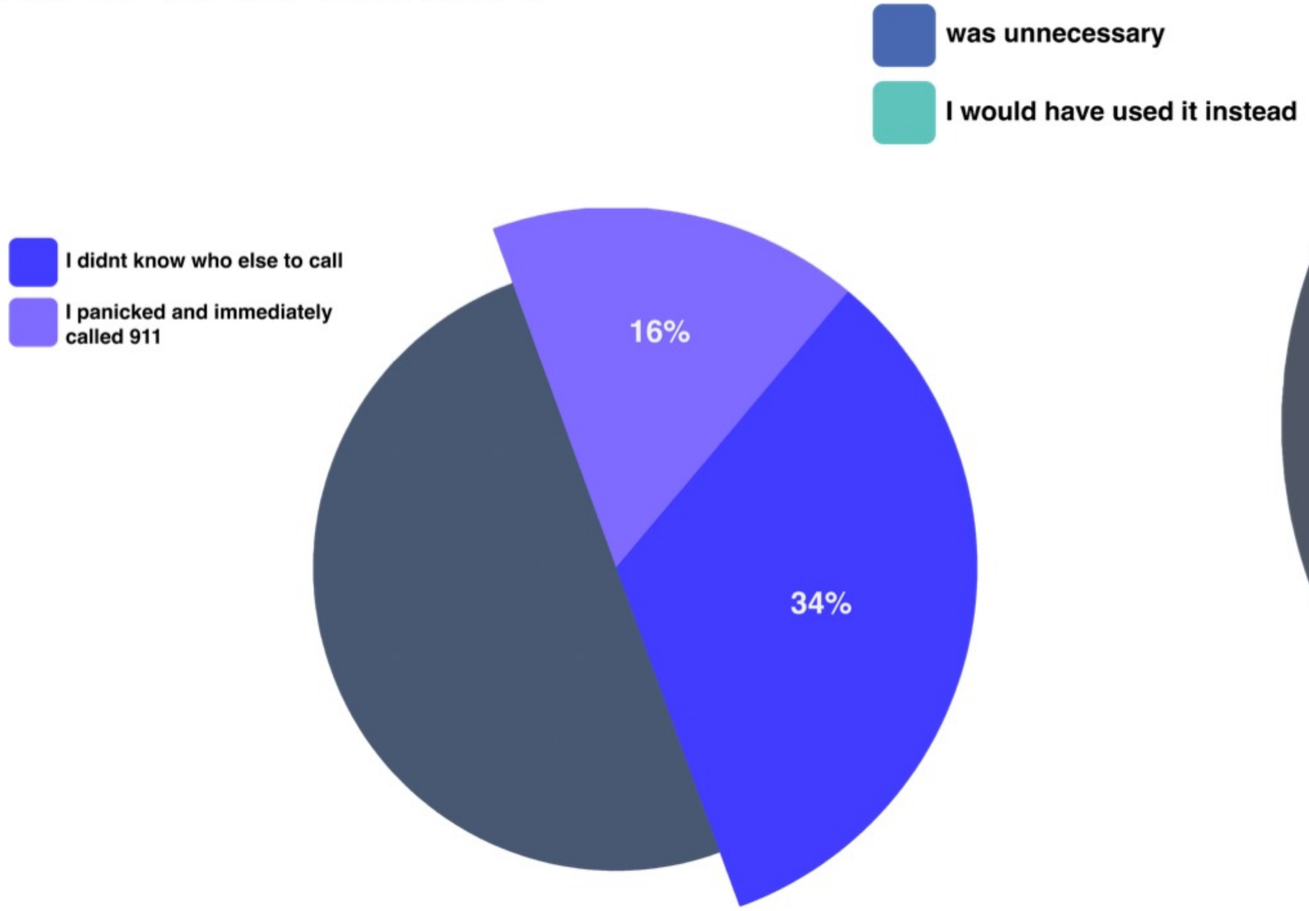
69

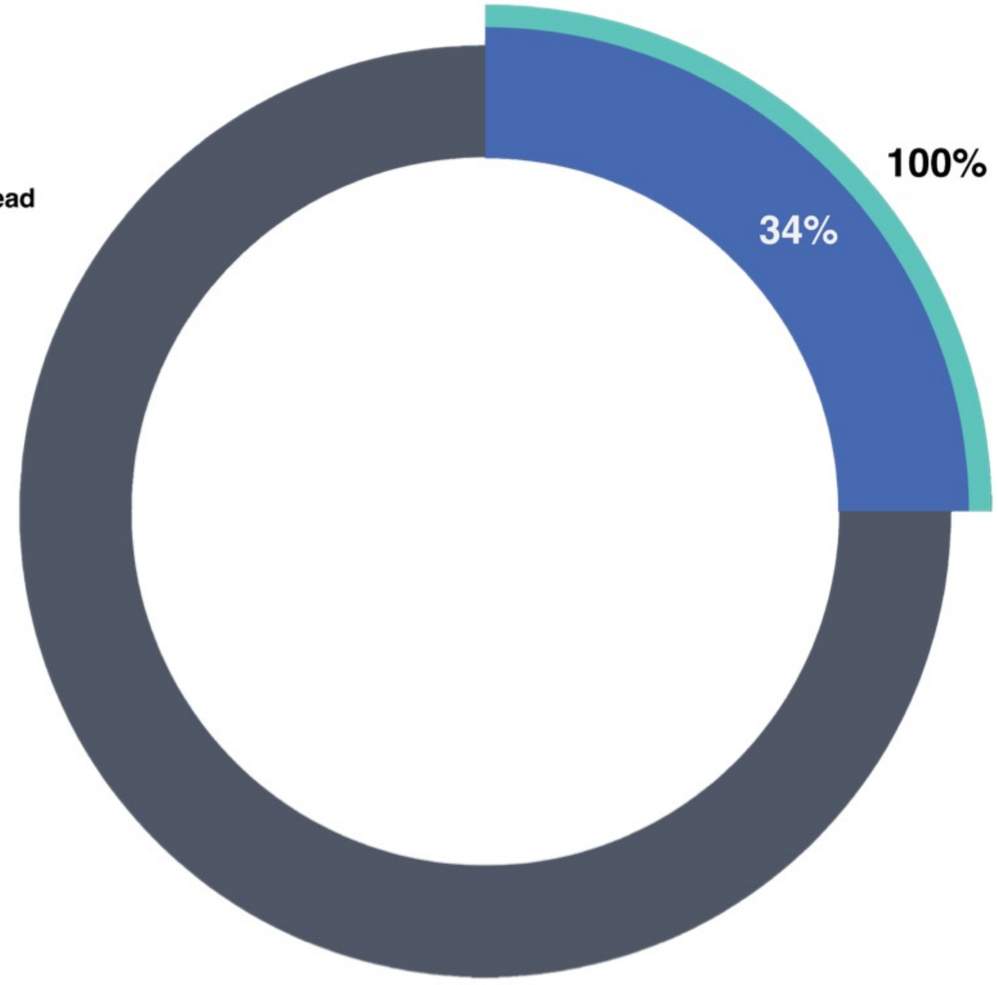
Respondents

Getting to the ER when an unexpected medical situations arises



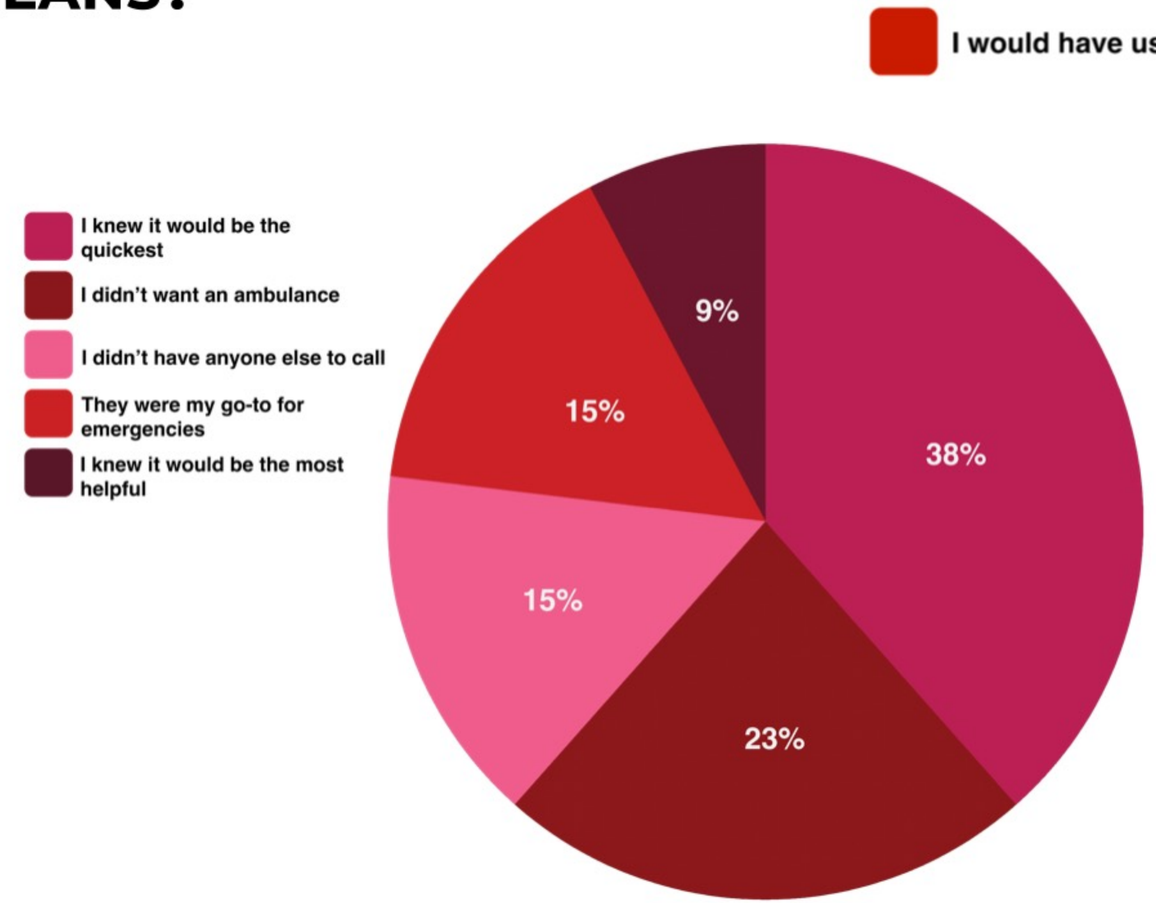
WHY DID YOU CALL THE AMBULANCE, WAS IT NECESSARY?



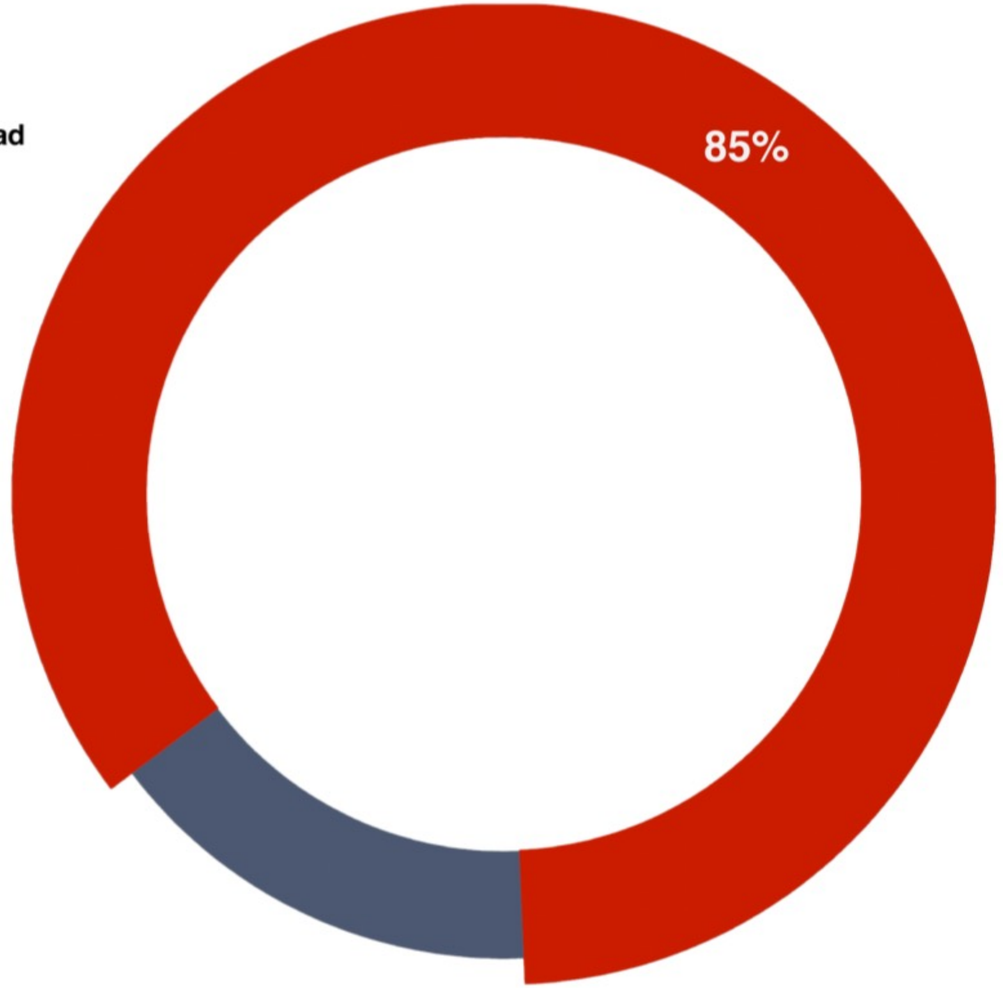


WOULD YOU HAVE USED SOMETHING LIKE SWIFT INSTEAD?

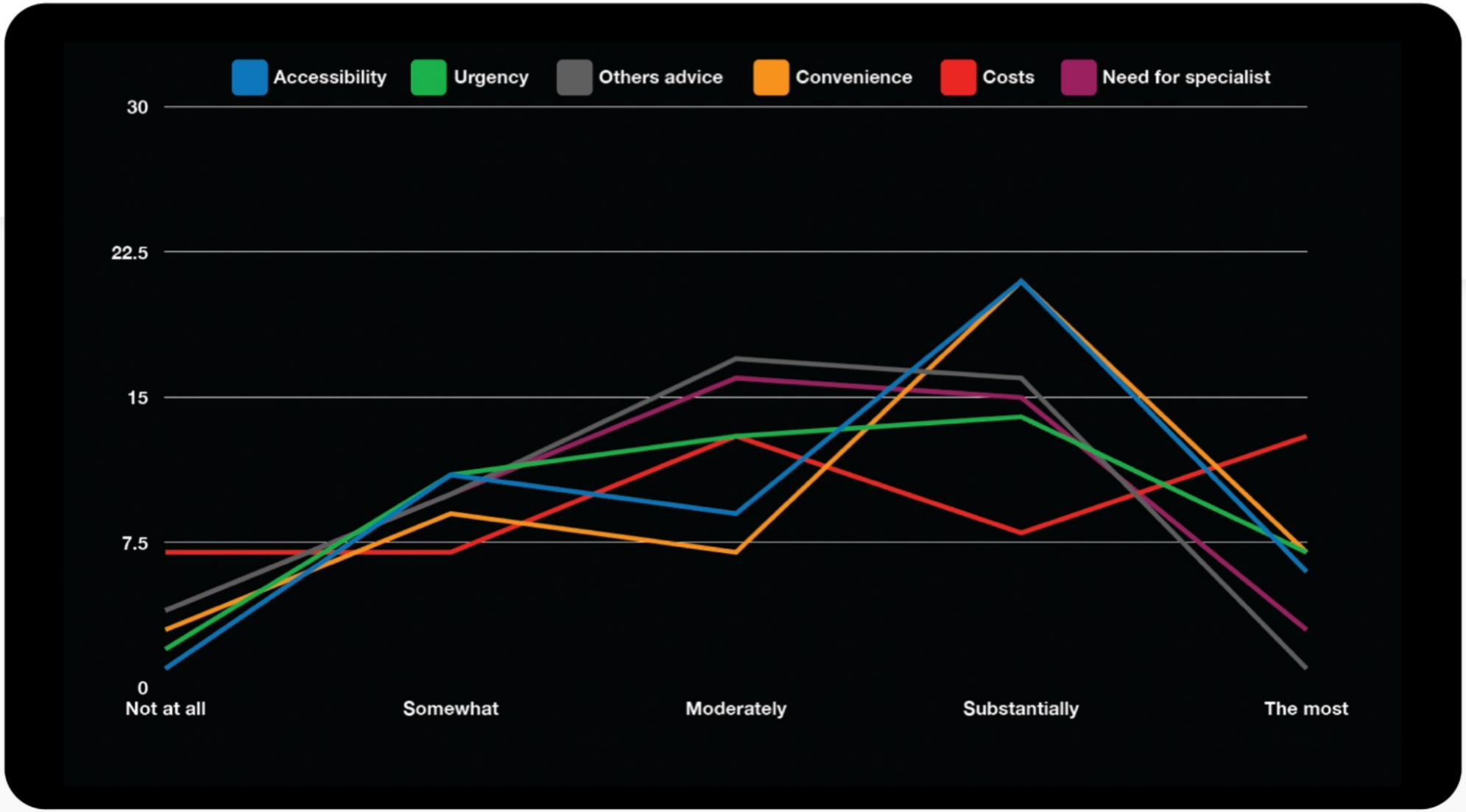
WHY DID YOU CALL THAT OTHER MEANS?



WOULD YOU HAVE USED SOMETHING LIKE SWIFT INSTEAD?



HOW INFLUENTIAL ARE THESE FACTORS WHEN FACED WITH AN EMERGENCY?



survey insights

passengers are most concerned with

locating the best medical facility for them, and accessing transportation to that facility as efficiently as possible

they aren’t expecting

to recieve medical aid from their drivers, but enjoy the security of having someone basally medically trained

talking with drivers

drivers are most concerned with

understanding the passenger condition and if the situation is handled, and having access to directions to the specified facility

they aren’t expecting

to treat emergency conditions themselves



meet Sophia

Living in Brooklyn, Sophia doesn't have a car. She fell in her apartment and thinks she broke her ankle. Her friends are busy or too far away to come immediately and she doesn't know who else to call to take her to the ER.

Immediate transportation to facility

Finding most accessible medical facility

Drivers trained in BLS

Medical Aid prior to reaching facility

frustrations

. Finding the best medical facility to go to

. quickly accessing transport to medical facility

goals

. know the closest and most accessible medical facility near her

. Have updates on when the driver is arriving and how long it will be before she arrives at the facility



meet Jamie

As an RN at the Brooklyn Medical Center in New York, Jamie works with patients to provide advice and support. She loves her job, but worries about her bills and is looking for a means to supplement her income

Passenger Condition

Directions to passenger and ER/ Urgent care

Access to local passengers

frustrations

. Has concerns about the sanitation of her vehicle

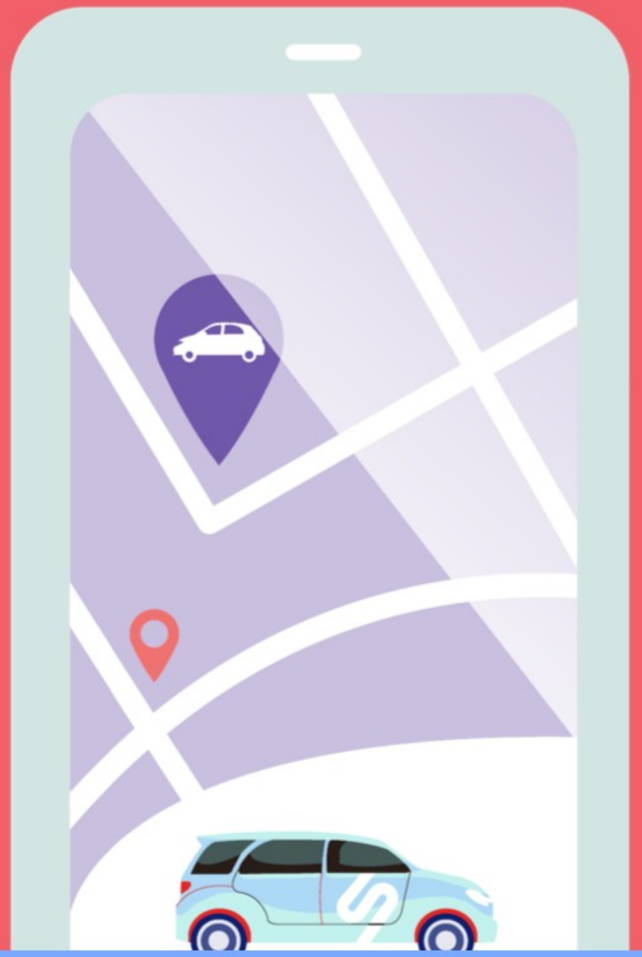
. Has concerns about her liability with the passenger

goals

. Complete drives locally to ER/ Urgent care facilities in her community

. Be well informed about passenger condition

. Have access to passenger/ facility directions



solution functionality & features

Passenger functionality

call driver for transportation

share situation with emergency contacts

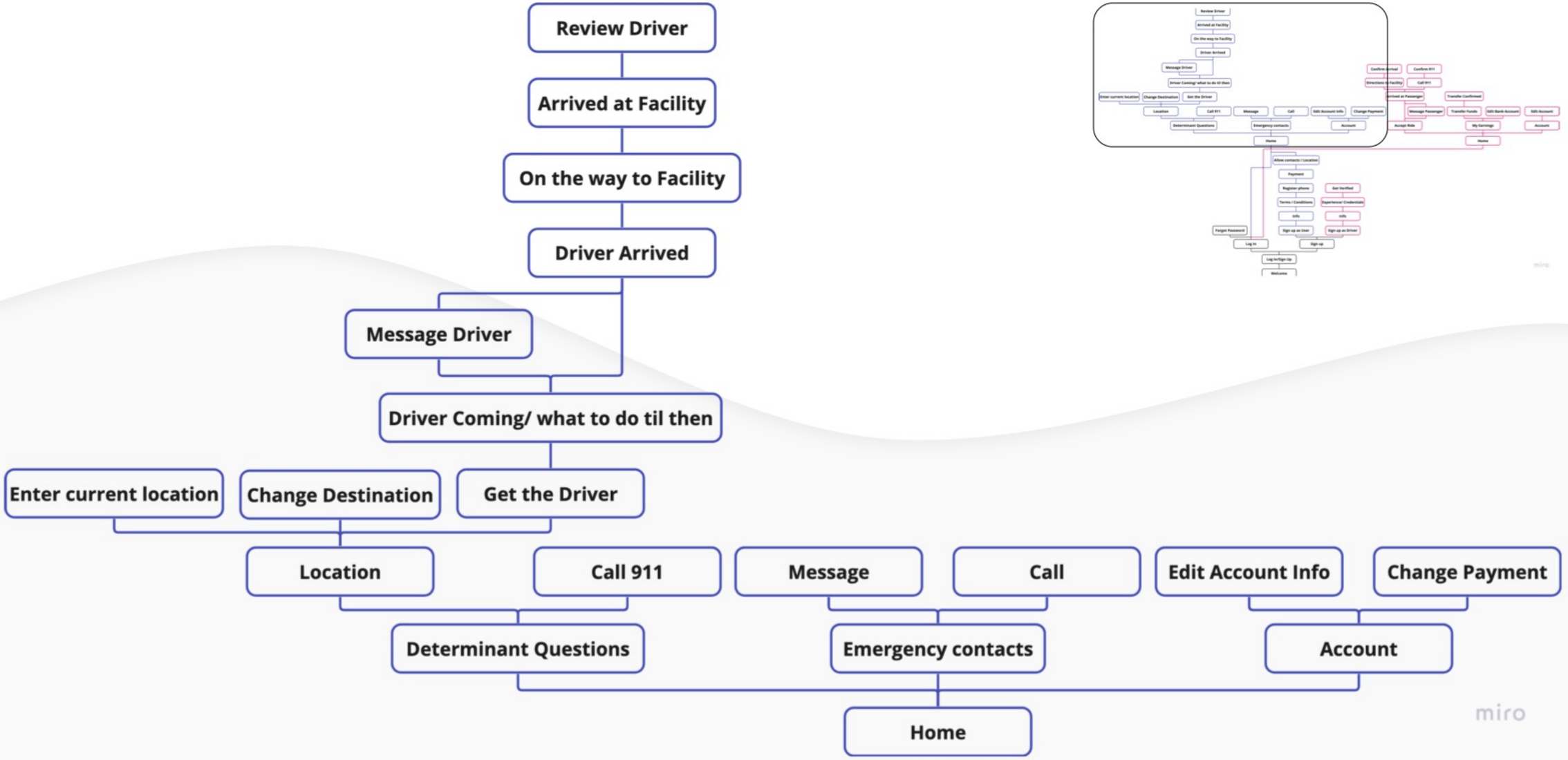
access to medical/ insurance information

Core features

- Immediately find the nearest ER/ Urgent care facility that takes their insurance
- Have access to medically trained drivers to provide prompt transport to specified facility
- Have current location or an SOS signal, as well as intended medical facility shared with emergency contacts
- Have your insurance card saved for easy access when checking into a medical facility
- Obtain guidance and support for your injury while awaiting professional care



Passenger Sitemap



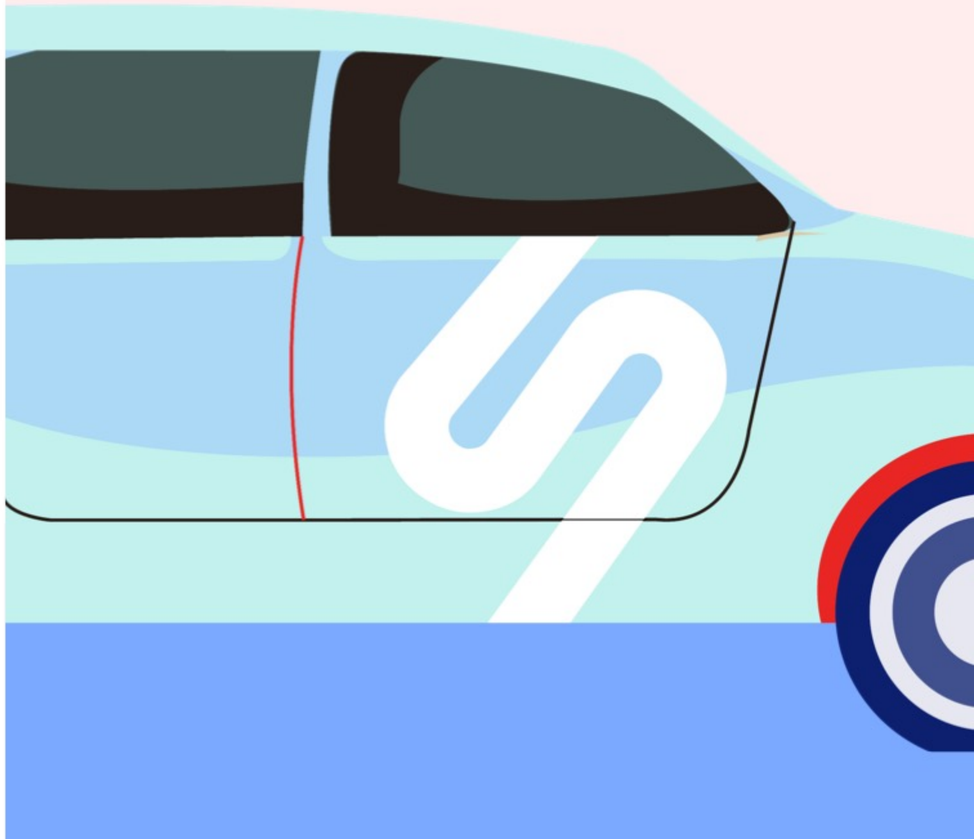
Driver Functionality

transport passenger to medical facility

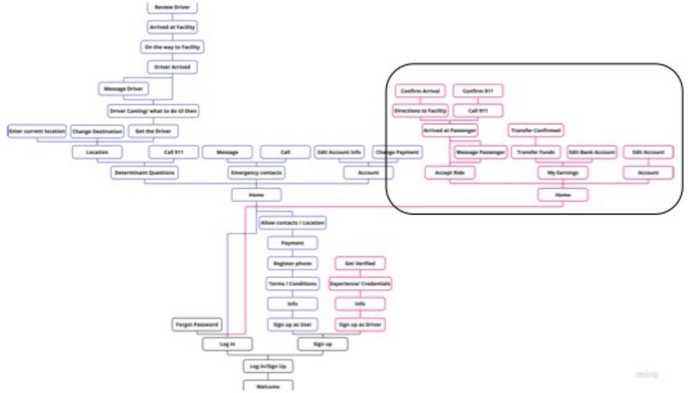
manage / transfer earnings to bank account

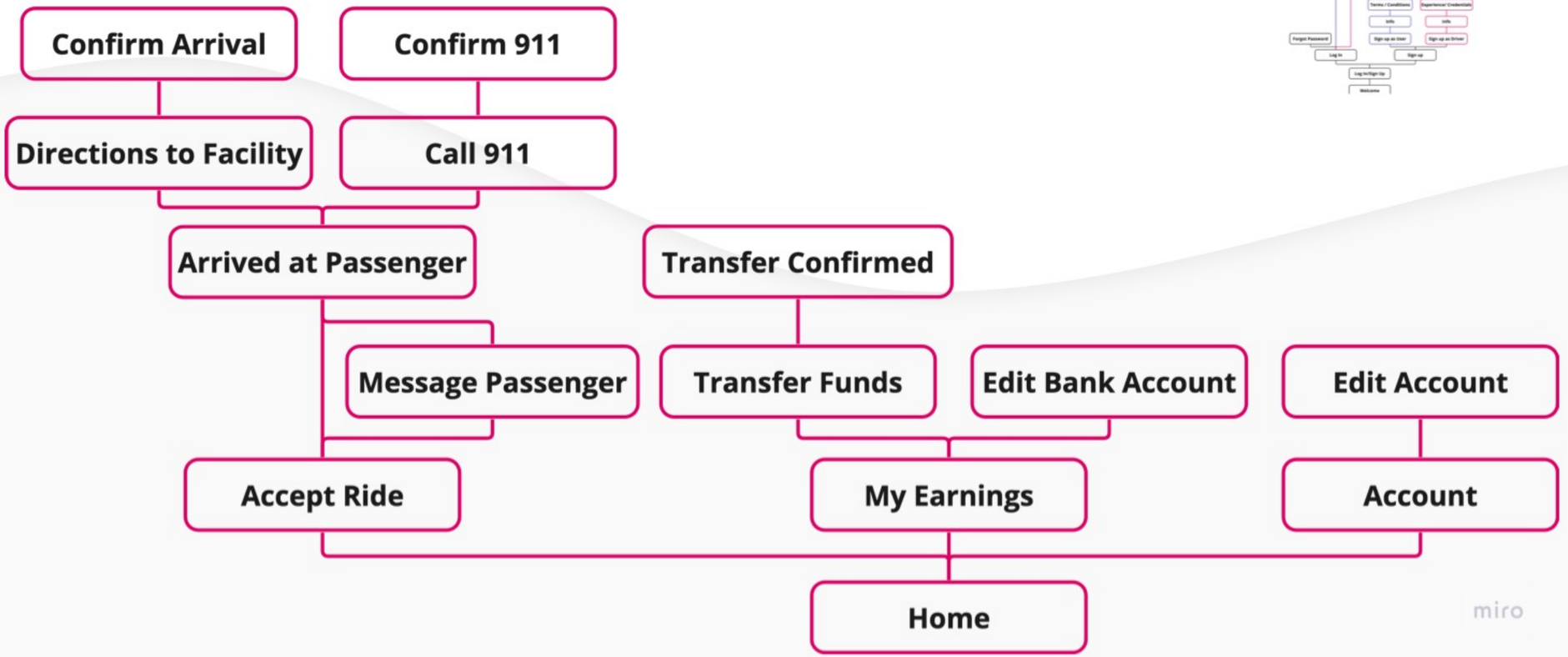
Core features

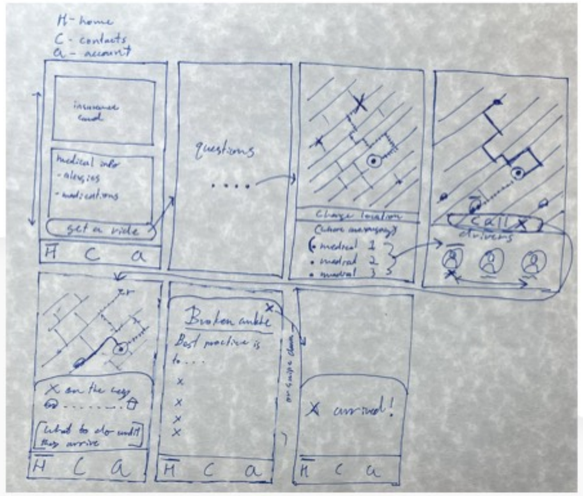
- Initial brief of passenger condition and medical situation
- Directions to passenger and ER/ Urgent care
- Operation in their local community
- Ease of exporting funds earned to bank account

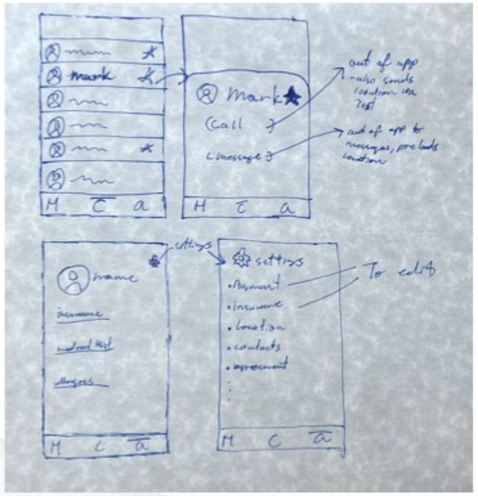


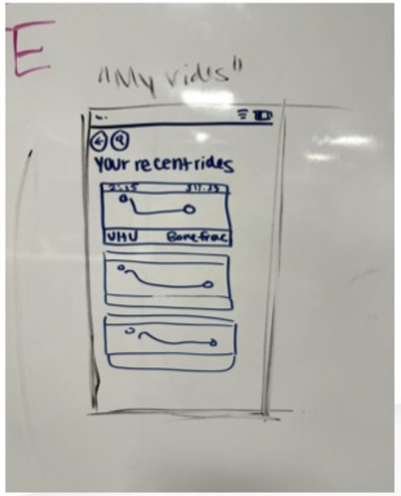
Driver Sitemap

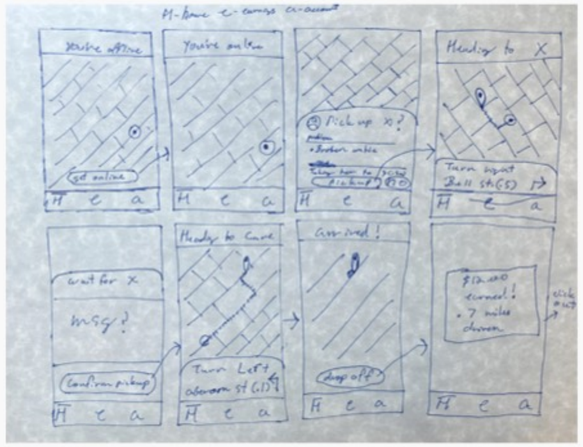


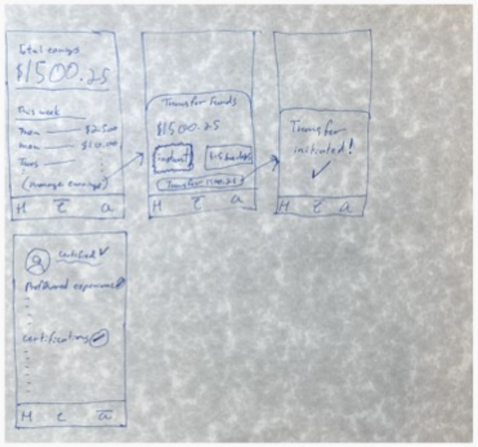


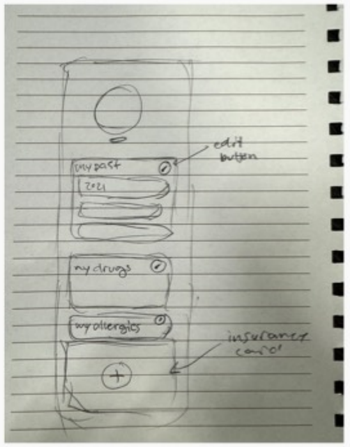

H - home
C - contacts
a - account
insurance card
medical info
- alergies
- medications
get a ride
questions
Change location
Call
drivers
Broken ankle
Best practice is to...
arrived!

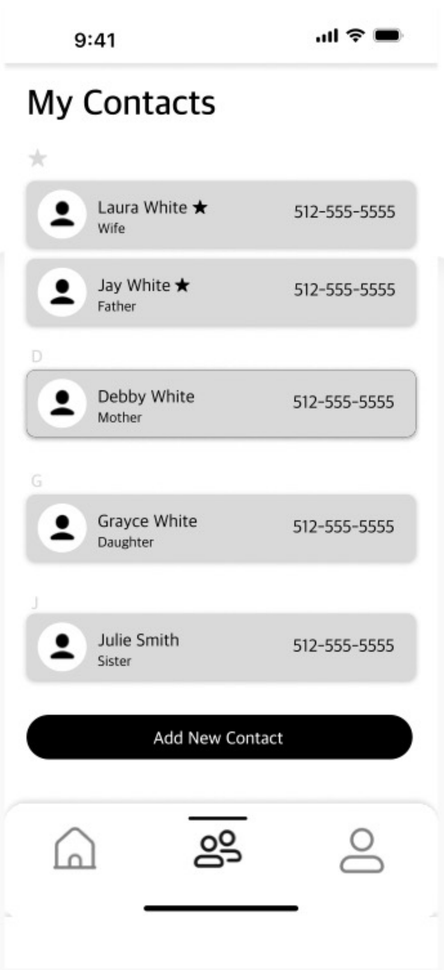

mark
Call
message
out of app
- also sends location via text
out of app to messages, pre loads location
settings
name
insurance
medical hist
allergies
To edit
payment
insurance
location
contacts
agreement

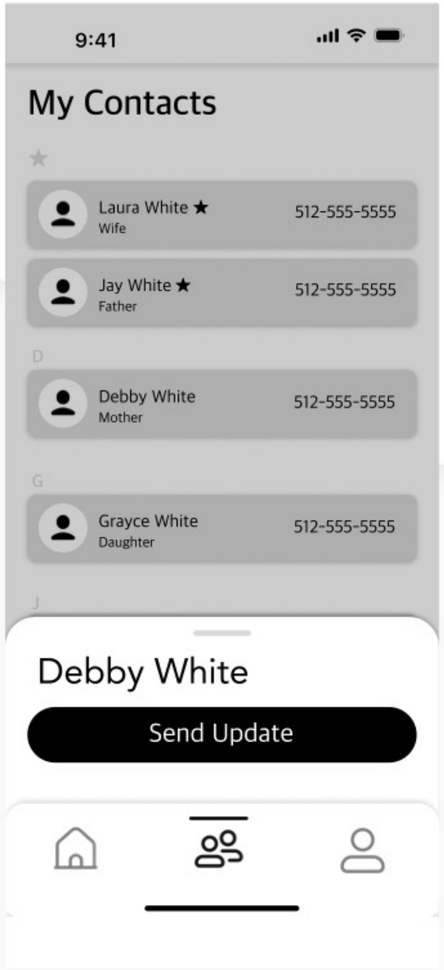

E
"My rides"
Your recent rides
UHU
Bonefrac


H - home e - earnings a - account
You're offline
You're online
Heading to X
get online
Pick up X?
Turn right
Ball St (.5)
Heading to Care
arrived!
wait for X
msg?
Confirm pickup
Turn Left
Aberam St (.1)
drop off
$12.00 earned!
7 miles driven


Total earnings
$1500.25
This week
Transfer Funds
$1500.25
Transfer initiated!
certifications


edit button
my past
my drugs
my allergies
insurance card


9:41
My Contacts
Laura White ★
Wife
512-555-5555
Jay White ★
Father
512-555-5555
D
Debby White
Mother
512-555-5555
G
Grayce White
Daughter
512-555-5555
J
Julie Smith
Sister
512-555-5555
Add New Contact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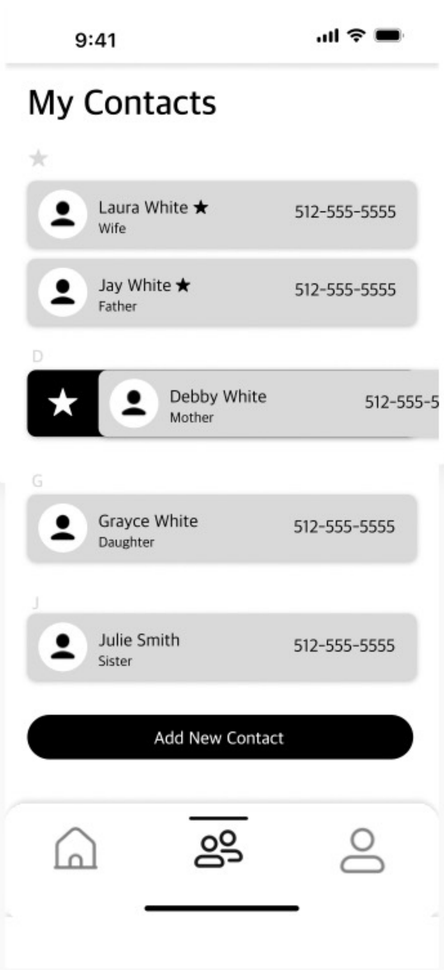
512-555-5555
Jay White ★
Father
512-555-5555
D
Debby White
Mother
512-555-5555
G
Grayce White
Daughter
512-555-5555
J
Debby White
Send Update


9:41
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Wife
512-555-5555
Jay White ★
Father
512-555-5555
D
Debby White
Mother
G
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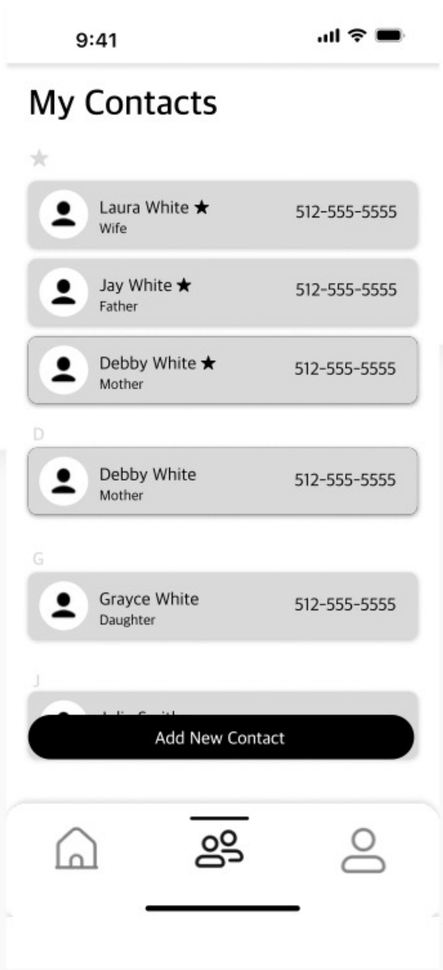
Daughter
512-555-5555
J
Julie Smith
Sister
512-555-5555
Add New Contact


9:41
My Contacts
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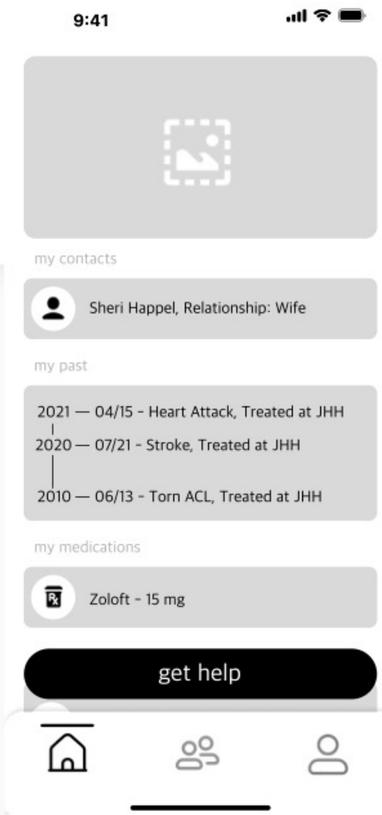
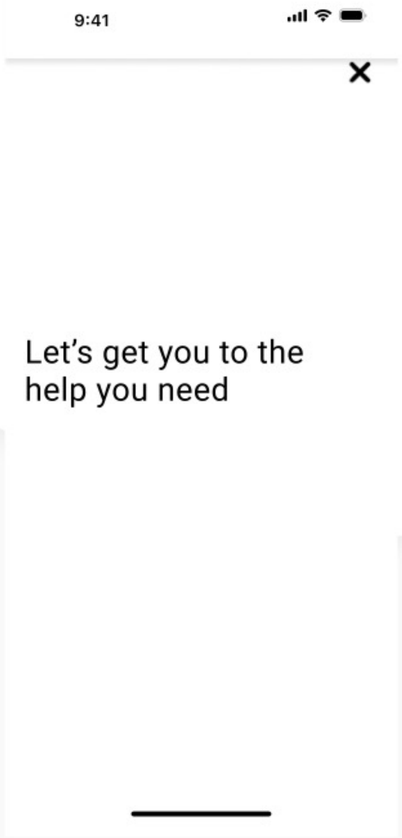
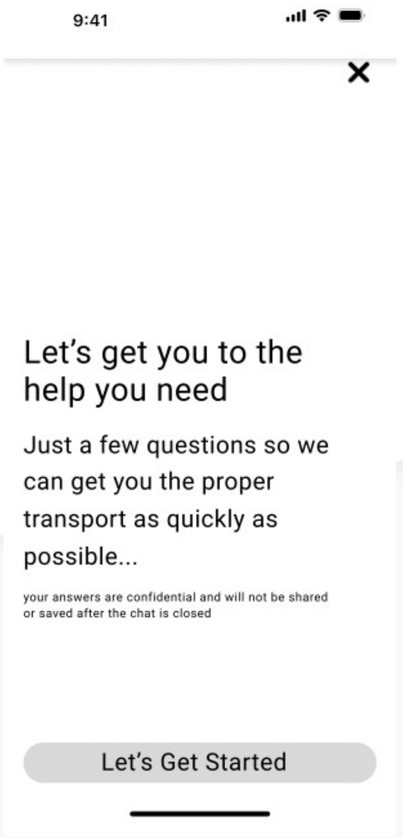
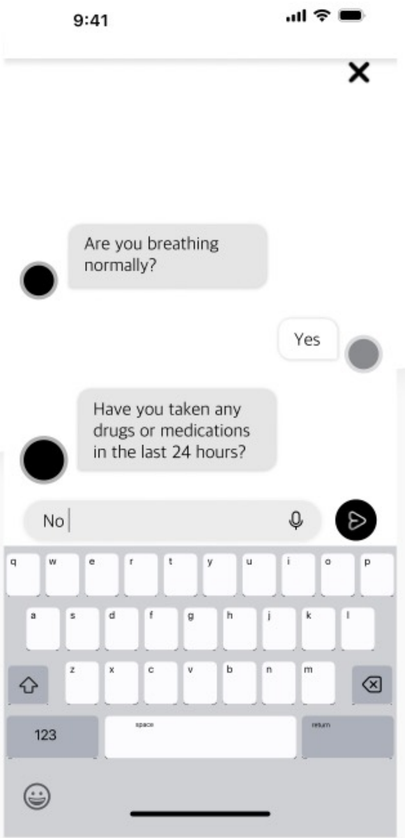
Wife
512-555-5555
Jay White ★
Father
512-555-5555
Debby White ★
Mother
512-555-5555
D
Debby White
Mother
G
Grayce White
Daughter
512-555-5555
J
Add New Contact

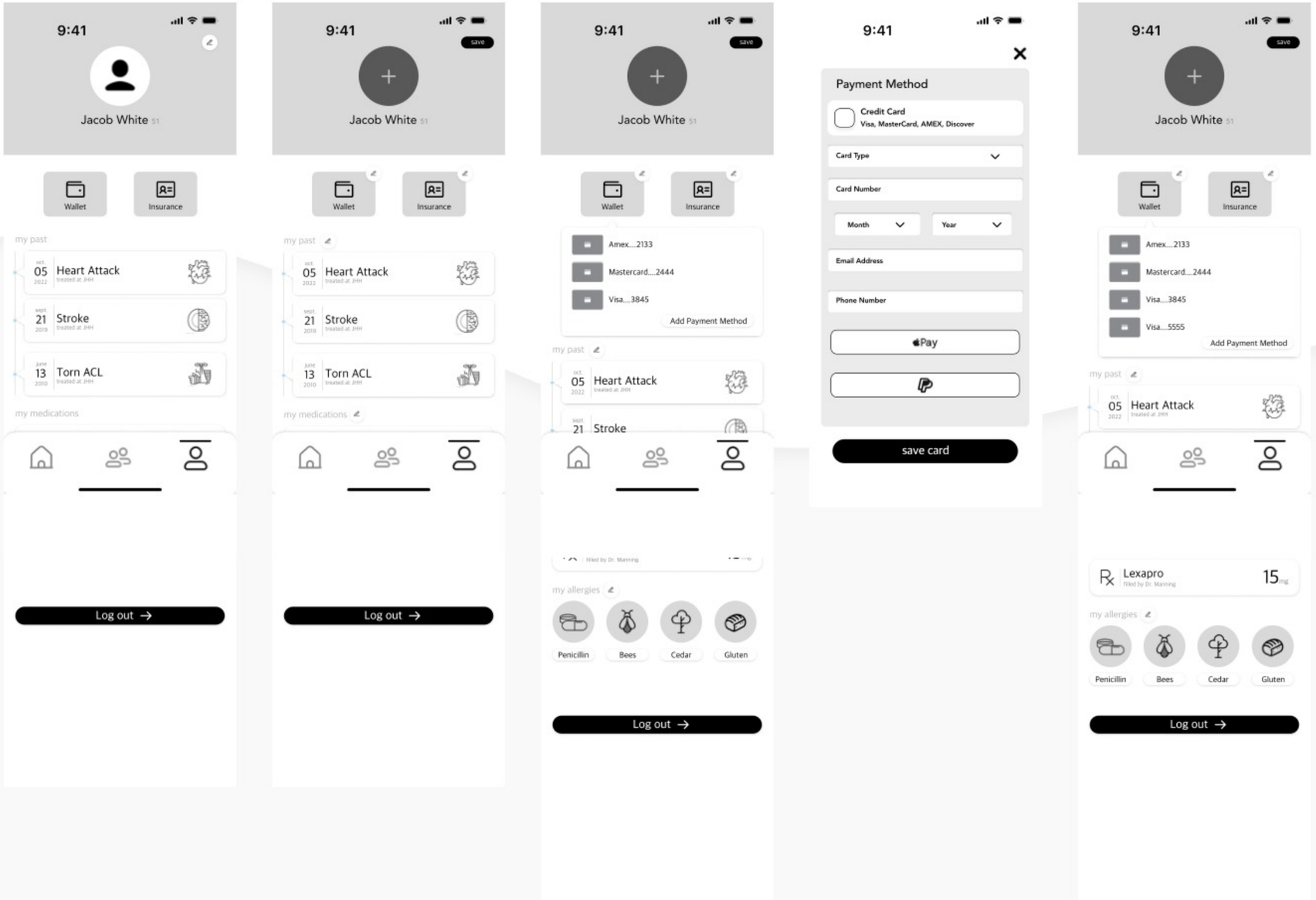

9:41
my contacts
Sheri Happel, Relationship: Wife
my past
2021 — 04/15 - Heart Attack, Treated at JHH
2020 — 07/21 - Stroke, Treated at JHH
2010 — 06/13 - Torn ACL, Treated at JHH
my medications
Zoloft - 15 mg
get help


9:41
Let's get you to the help you need


9:41
Let's get you to the help you need
Just a few questions so we can get you the proper transport as quickly as possible...
your answers are confidential and will not be shared or saved after the chat is closed
Let's Get Started


9:41
Are you breathing normally?
Yes
Have you taken any drugs or medications in the last 24 hours?
No
123


where are you?
My Location
add new
where are you going?
John Hopkins Hospital
10
My Wallet
use card
add card
who is your driver?
Gabby Lewis
10
Gabby Lewis
4.58
102
Trips
7
Years of Experience
Gratitude
ride with Gabby
connecting with Gabby
cancel ride?
Gabby is on her way
how to help yourself
What kind of ingury do you have?
a heart problem
bone fracture
a head injury
an open wound
bone fracture
treat for shock
stop any bleeding
immobilize the injured area
apply ice packs
Gabby is on her way
help yourself
Ride complete
we hope you recive the care you need
How was your ride with Gabby?


9:41
Jacob White
Wallet
Insurance
my past
Heart Attack
Stroke
Torn ACL
my medications
Log out
save
Amex....2133
Mastercard....2444
Visa....3845
Add Payment Method
my allergies
Penicillin
Bees
Cedar
Gluten
Payment Method
Credit Card
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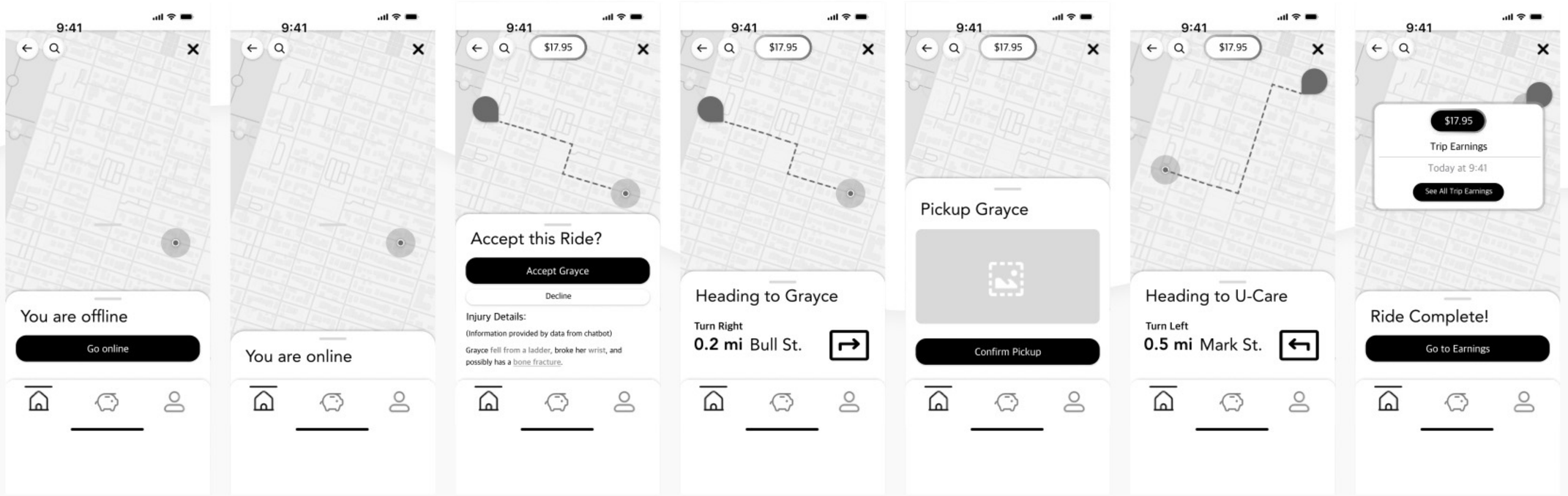
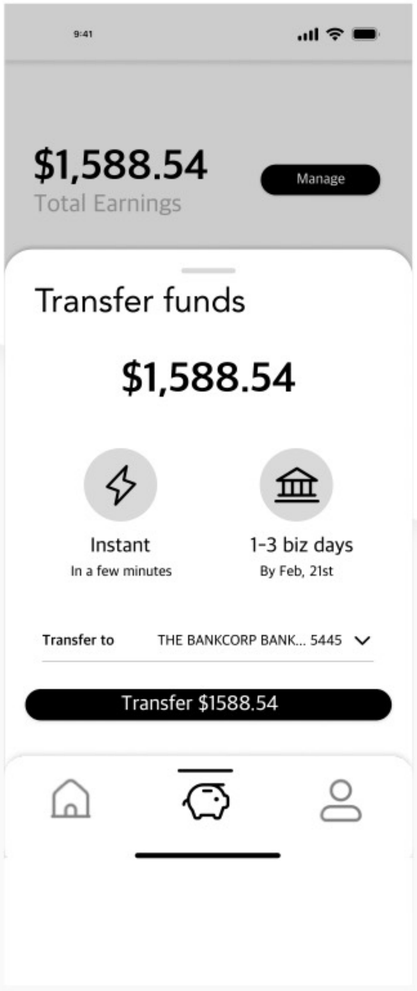
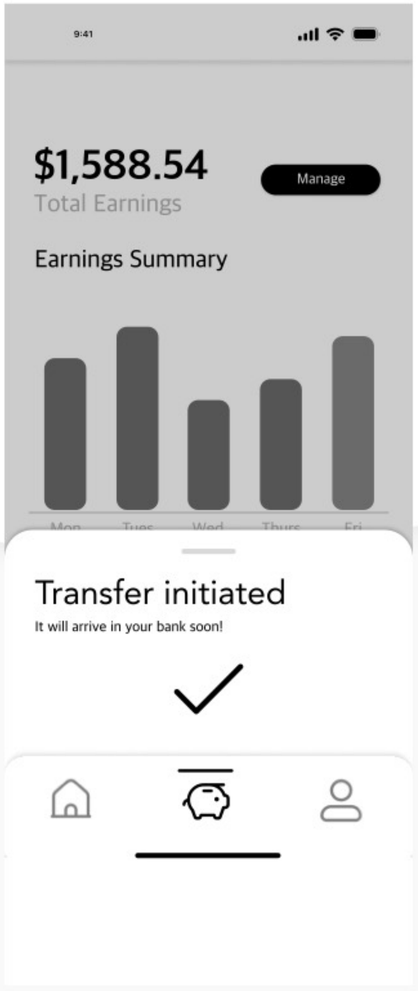
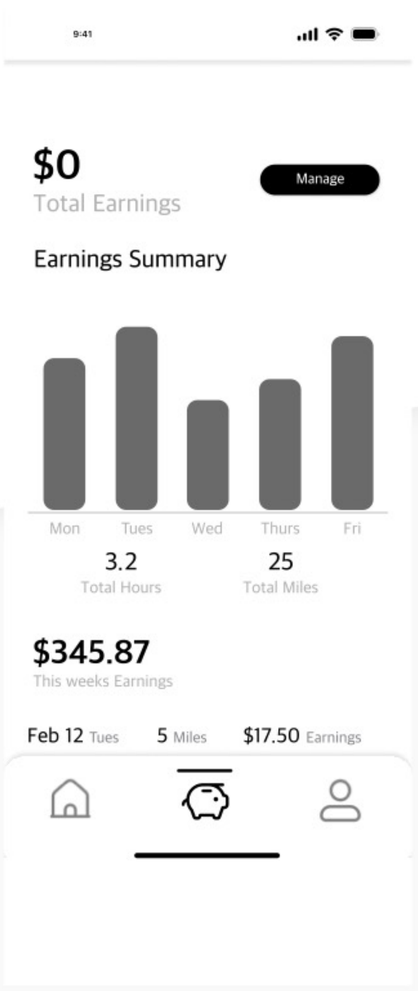
Pay
save card
Visa....5555
Lexapro
15


9:41
You are offline
Go online
9:41
You are online
9:41
$17.95
Accept this Ride?
Accept Grayce
Decline
Injury Details:
(Information provided by data from chatbot)
Grayce fell from a ladder, broke her wrist, and possibly has a bone fracture.
9:41
$17.95
Heading to Grayce
Turn Right
0.2 mi Bull St.
9:41
$17.95
Pickup Grayce
Confirm Pickup
9:41
$17.95
Heading to U-Care
Turn Left
0.5 mi Mark St.
9:41
$17.95
Trip Earnings
Today at 9:41
See All Trip Earnings
Ride Complete!
Go to Earnings


9:41
$1,588.54
Total Earnings
Manage
Earnings Summary
Mon
Tues
Wed
Thurs
Fri
3.2
Total Hours
25
Total Miles
$345.87
This weeks Earnings
Feb 12 Tues
5 Miles
$17.50 Earnings


9:41
$1,588.54
Total Earnings
Manage
Transfer funds
$1,588.54
Instant
In a few minutes
1-3 biz days
By Feb, 21st
Transfer to
THE BANKCORP BANK... 5445
Transfer $1588.54


9:41
$1,588.54
Total Earnings
Manage
Earnings Summary
Transfer initiated
It will arrive in your bank soon!


9:41
$0
Total Earnings
Manage
Earnings Summary
Mon
Tues
Wed
Thurs
Fri
3.2
Total Hours
25
Total Miles
$345.87
This weeks Earnings
Feb 12 Tues
5 Miles
$17.50 Earnings

#FB4747

#F4898E

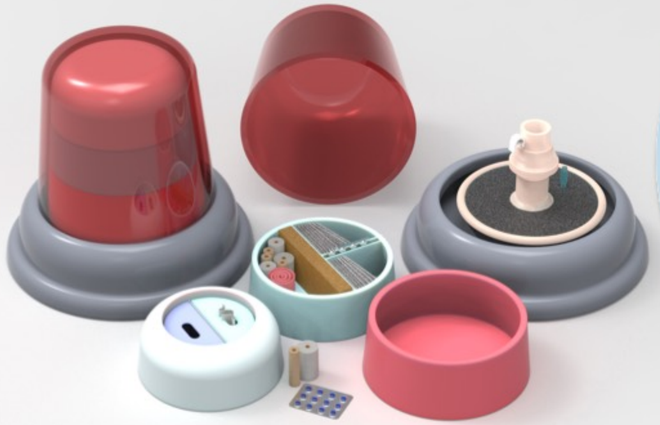
#C6DAF0

#ACD9F5

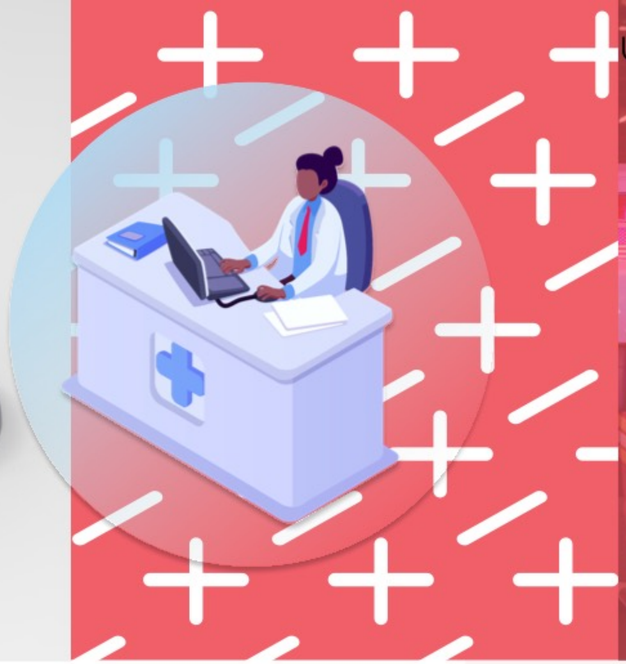
#DBE8F5













swift

Aa Bb Cc Dd Ee
Ff Gg Hh Ii Jj Kk
Hh Ii Jj Kk Ll Mm
Nn Oo Pp Qq Rr
Ss Tt Uu Vv Ww
Xx Yy Zz

Apple Gothic Neo

Aa Bb Cc Dd Ee Ff Gg Hh
Ii Jj Kk Hh Ii Jj Kk Ll Mm
Nn Oo Pp Qq Rr Ss Tt Uu
Vv Ww Xx Yy Zz

Breathe

help

fast

Calming

Emergent

swift

primary

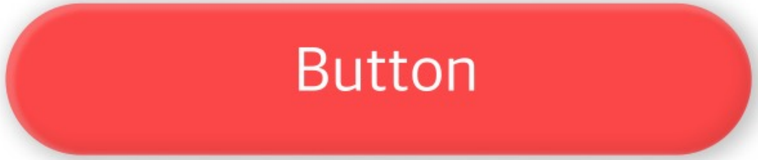
resting



clicked



hover



inactive

secondary

resting

clicked

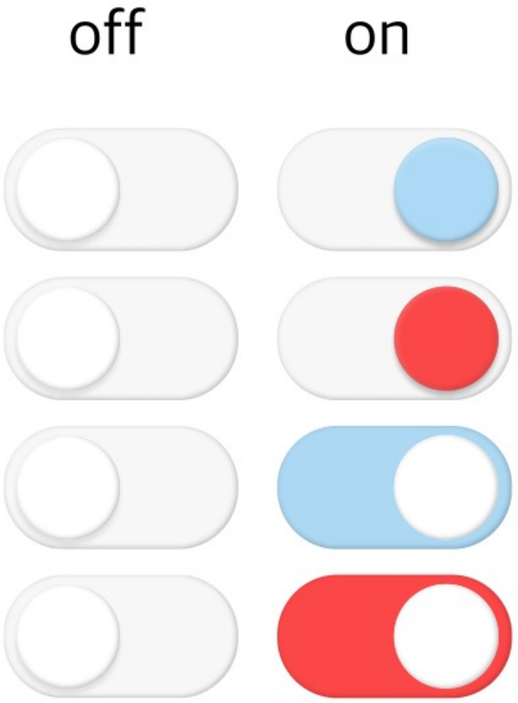


loading

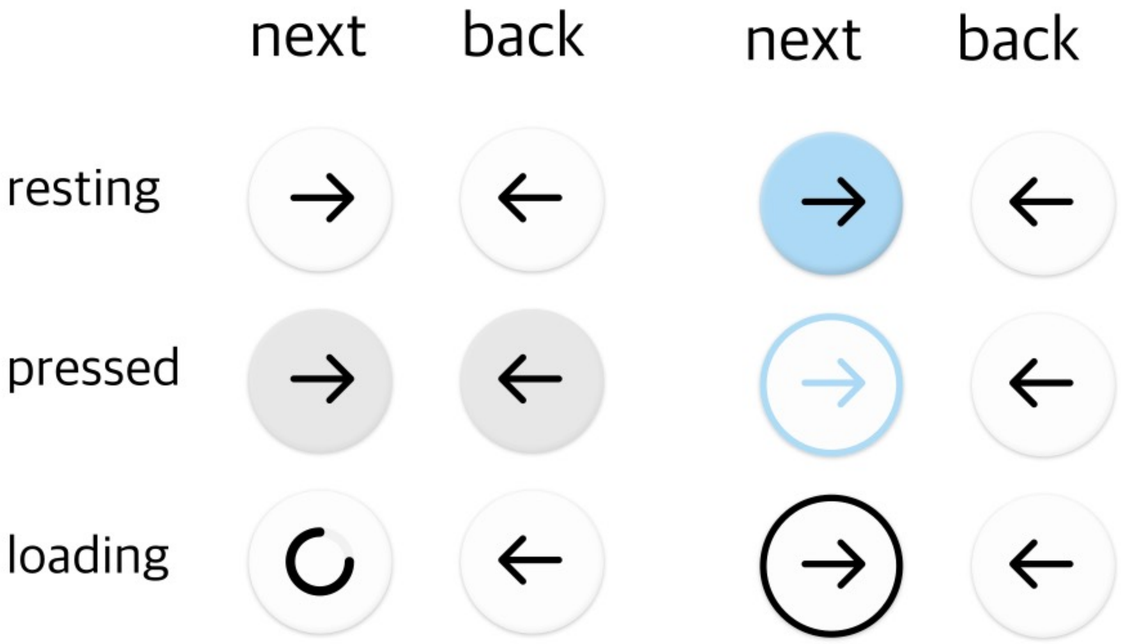
done



toggles



next and back buttons



menu

resting



open



pressed



search

resting

pressed

search...

open

search...

- favorites
- location
- location
- location
- location

notifications

urgent

notification
notification

notification
notification

notification
notification

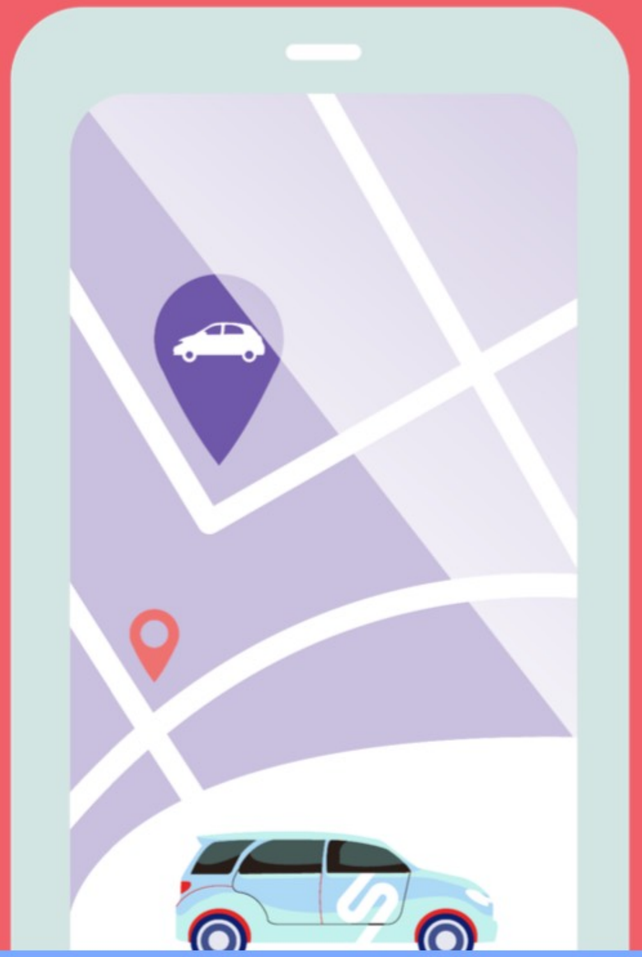
regular

notification
notification

notification
notification

Icon Library





prototype testing

Initial Passenger Testing And Recruitment

Being that securing transportation for help was a cornerstone feature of our app, our initial test looked to test only this flow in hopes of immediate confirmation of our UI structure and content organization.

We decided the Cafe at the Hive would be the best place to conduct our initial user tests as there would be many possible participants to recruit for testing. Among the team we designated roles and defined a recruiter, an observer and notetaker, and someone to instruct the participant using an initial script which covered the scenario of having broken their wrist and securing a driver for transportation to the ER.

Once a participant was recruited and consented to our user testing, the instructor would conduct the test. After the task was completed, the participant would be debriefed and asked some post test questions developed from our observations. As such, to obtain our qualitative insights we encouraged the participant to think out load and describe what they were looking at and what they were trying to do. We also observed their body language for signs of hesitation or confusion. These were noted to be asked about during the debrief reflection.

After our initial tests, we continued testing as we iterated, and developed our final script to implement in testing the flows together.

Final Passenger Script

Thank you for participating in our user testing!

Confidentiality and Consent:
Your participation in this test is strictly confidential, and any information you provide will be used for research purposes only. If, at any point, you feel uncomfortable or wish to stop the session, please let us know. Your consent to participate and your feedback are highly appreciated.

(participant consents)

Intro
Our team is working on creating an app for people in non-emergency medical distress in need of affordable transportation to medical treatment.

A few key features of this app is the ability to call a ride from a medically licensed driver, find local ER/ Urgent care facilities that accept your insurance, send your location or SOS coordinates to your emergency contacts, and have your insurance card and other relevant information readily available to you for when you arrive at the medical facility.

It is these features which we will be testing today.

Please be aware that there are no wrong answers. As you go about using the app, I'll ask you to think aloud as much as possible: to describe what you're looking at and what you're trying to do. This will be a big help.

But first, lets open the app

On Home, overview of app

Your home screen shows you many things to assist you when you're in need of help, like viewing your basic medical information and having your insurance card handy for reference and ready to share when you arrive at a medical facility.

(point to get help)

When something happens and you're in need of a ride to a medical facility, click here.

This will take you through a brief questionnaire to gauge the situation of your injury and suggest more specialized help if your injury is best addressed by 911. The questionnaire employs the same systems and methods that are standard in 911 emergency dispatch.

If you are not directed to 911 after the questionnaire, you can then easily find the closest and most accessible medical facility and secure a driver to take you there.

(click into emergency contacts)

This is where you can access your emergency contacts in case you need to message them or share your location.

When you click on their name, you can message or call them, and in either case your location will be shared with them via message.

If you are ever in a situation where you get transportation from one of our drivers, you can select specific contacts here to have the location of the medical facility you are going to automatically shared so they know where you will be.

(click to account)

Your account is here to edit your basic medical information, adjust your payments and app settings, and review the app user agreement.

(click to home)

Do you feel like you have a good understanding of where things are in the app?

Great! Now I'm going to ask you to respond to a few scenarios. Using the app, please show me how you would accomplish these.

As you try and accomplish these, think aloud and describe what you're looking at and what you're trying to do.

Remember, there are no wrong answers!

Scenario 1: Calling a driver

Imagine you just fell and think you broke your ankle. You can't drive and the people who you would ask for help aren't responding to your calls. You don't want to call 911, but need to find somewhere to go and someone to take you there. Using the app, where would you go and what would you do?

(when task is completed)

now go back to the home screen

Scenario 2: editing emergency contacts and editing a contact to receive updates when you call

Now imagine you're looking to add your friend as an emergency contact, and want to make sure they will know what medical facility you go to when you call a driver. Using the app, how would you accomplish that?

(when task is completed go to scenario 3)

Scenario 3: adding a new card to your payments in your account

If you wanted to add a new card for payments, how would you do that?

(participant goes to add new payment in account)

Debrief

Great, we're finished with the bulk of the test.

(ask about anything that happened during the test.. ie pain points, confusion, participant remarks etc.): You mentioned "something" earlier and I didn't want to jump in at that time. Can you say more about that?

What are your general thoughts about the app and how you used it?

(once questions are answered)

Thank you so much for your time!

Initial Test | Passenger

Participants

Philip, 19

Café at the Hive, 5:15 PM

Iphone 14 Pro

Carmen, 18

Café at the Hive, 5:23 PM

Iphone 14 Pro

Jacob, 20

Café at the Hive, 5:31 PM

Iphone 14 Pro

Tasks Tested

calling a driver for transportation to medical facility







Initial Test Insights | Passenger

calling a driver

In our post test debrief questionaries, we learned from our participants that the flow of getting a driver is very linear and well performed. However, there was shared pain points in regard to the initial questions prior to getting a ride, and selecting a payment method.

tweak questionnaire to be more legible
make send more distinct and button-like

differentiate selected card from other saved cards
use button to select card instead of tapping the card itself

These changes were quick to apply and were implemented in the post test debrief for confirmation by the participant. This way, we received valuable feedback on our iteration development during the initial testing.

Passenger Secondary Testing

For our secondary test, we wanted to address the other functionalities of the passenger UI, including the emergency contacts and the profile. We also wanted to obtain further insights into the participant's ability to call a driver. To do this, we measured the time it took a participant to complete the flow of securing transportation. We felt this metric offered valuable insight into the usability of our app; for not only would a faster time of completion confirm ease of use, it would also inform us of the performance of securing a ride as fast as possible.

Participants

Marcus, 21

Apartment, 3:16 PM

Iphone 14

Eli, 23

Apartment, 5:33 PM

Iphone 14

Brandon, 21

Apartment, 5:54 PM

Iphone 14

Tasks Tested

calling a driver for transportation to medical facility

favoriting an emergency contact to receive updates when a driver is called

editing their saved payment in account

Secondary Test Insights | Passenger

calling a driver

19 sec

Marcus, 21

24 sec

Eli, 23

28 sec

Brandon, 21

All participants were able to secure a driver in under **30 seconds**, with the average time taken **23.7 seconds**. When the participants were asked about their perception of the time it took them to secure a driver, all responded **they were comfortable with the amount of time it took**, and would **feel like they were getting help promptly** if faced with using the app in an actual medical situation.

When asking the participants what aspect of the flow took the most time, all the respondents pointed to the initial questionnaire as being the most time consuming. However, when asked if they would sacrifice proper care and risk the service without an initial questionnaire, all participants said **they would rather have a detailed questionnaire to get the proper care recommended**.

Though the time it took the participants to complete securing a driver does not perfectly reflect the time it would take them in an actual medical situation, these insights still proved valuable for our continued iterations of our prototype and the and further development of our app

Secondary Test Insights | Passenger

using emergency contacts

A commonality with participants when contacting an emergency contact was a confusion to why they would use the app to message or call someone when they already have anther application (such as their messages or phone) to do that. When a situation arises to contact them, their first thought would not be to use Swift, but these other applications.

Instead, a common sentiment was to keep the functionality of using the emergency contacts to send information automatically, such as sending the location of the medical facility the passenger is heading to, but to have emergency contact be solely for that purpose. Favoriting a contact would then select them automatically receive updates, and tapping an unfavorited contact would send an update manually.

change emergency contacts to only send updates of medical situation

favoriting an emergency contact would select them to receive updates automatically

Secondary Test Insights | Passenger

editing profile

when the task came to editing their payment method and adding a new card, the participants found it confusing to scroll all the way down to the bottom to edit, and expected there to be an edit toggle at the top of the screen. They also expected there to be a wallet section to enter into, instead of it being listed with the rest of their information.

An in-test iteration was applied where a wallet button was added to the top of their profile along with an insurance card icon, as well as moving the edit button to the top of their profile. When the participants tested this screen, they immediately felt it was more intuitive, confirming the iteration.

move edit button to top of profile

change insurance card to icon to view/ edit

add wallet icon to view/ edit saved cards and preferred payments

Initial Driver Testing And Recruitment

Being that the drivers are just as much a part of the functionality of our app, we wanted to test the UI developed for accepting a passenger and managing the funds earning from driving. These two tasks were implemented into a script, and testing was conducted similar to that of our passenger UI where we would ask participants to consider the use cases as hypothetical and imagine themselves as best they could addressing these tasks through the app as a driver.

Three participants were recruited, and initial testing was conducted in two locations; Foxy Foxy cafe and the Sentient Bean. From the core functionality of the driver UI, two tasks were addressed in this initial test; accepting a passenger and transferring earnings to a bank account. From these initial tests, a secondary test using the same participants was conducted by developing iterations during the post test debrief for the participant to compare and reevaluate.

Though our participants had no professional medical experience, nor experience driving passengers professionally, their experience would still lend valuable insight into the usability of our app, as well as some general expectations any person would have in approaching the app as a driver.

Final Driver Script

Thank you for participating in our user testing!

Confidentiality and Consent:
Your participation in this test is strictly confidential, and any information you provide will be used for research purposes only. If, at any point, you feel uncomfortable or wish to stop the session, please let us know. Your consent to participate and your feedback are highly appreciated.

(participant consents)

Intro
Our team is working on creating an app for people in non-emergency medical distress in need of affordable transportation to medical treatment.

A few key features of this app is the ability to call a ride from a medically licensed driver, find local ER/ Urgent care facilities that accept your insurance, send your location or SOS coordinates to your emergency contacts, and have your insurance card and other relevant information readily available to you for when you arrive at the medical facility.

It is these features which we will be testing today.

Please be aware that there are no wrong answers. As you go about using the app, I'll ask you to think aloud as much as possible: to describe what you're looking at and what you're trying to do. This will be a big help.

But first, lets open the app

On Home, overview of app

Your home screen is the first place you'll be when you open the app. This is where you can make yourself available to passengers who need rides. When you accept a ride, your map will change to provide you directions, info about your passenger etc.

(click into earnings)

your earnings is where you can view the money you've earned from all the drives you've completed. When you want to transfer the funds you've earned into your bank account, you can do that here.

(click to account)

Your account is here to view and edit your basic professional information, adjust your payments and app settings, and review the app user agreement.

(click to home)

Do you feel like you have a good understanding of where things are in the app?

Great! Now I'm going to ask you to respond to a few scenarios. Using the app, please show me how you would accomplish these.

As you try and accomplish these, think aloud and describe what you're looking at and what you're trying to do.

Remember, there are no wrong answers!

Scenario 1: Accepting a passenger

Imagine you are in your car and want to make yourself available to complete a few rides. Using the app, how would you accomplish this?

(participant clicks go online)

now that you're online, wait for a potential passenger to pop up and accept them. Imagine you are an actual driver and act as though you are going through the situation of picking up this passenger.

(once task is completed, go to scenario 2)

Scenario 2: Transferring earnings to bank account

Now imagine you've completed a few rides and want to transfer your earnings to your bank account. How would you do that?

(when task is completed go to debrief)

Debrief

Great, we're finished with the bulk of the test.

(ask about anything that happened during the test.. ie pain points, confusion, participant remarks etc.): You mentioned "something" earlier and I didn't want to jump in at that time. Can you say more about that?

What are your general thoughts about the app and how you used it?

(once questions are answered)

Thank you so much for your time!

Initial Test | Driver

Participants

Aidan, 22

Foxy Loxy Cafe, 3:12 PM

Iphone 11

Brielle, 23

Foxy Loxy Cafe, 3:34 PM

Iphone 11

Sierra, 22

The Sentient Bean, 4:21 PM

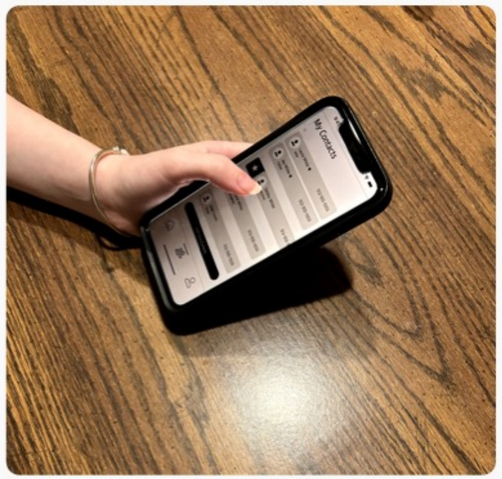
Iphone 11

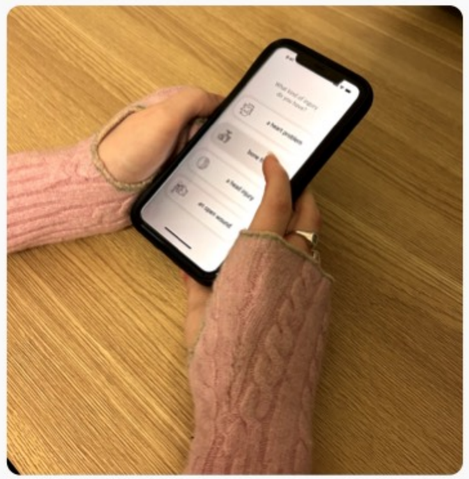
Tasks Tested

accepting a passenger and driving them to destined medical facility

transferring earnings to bank account







Test Insights | Driver

accepting a passenger

When completing the task of accepting a passenger, all participants found the flow intuitive and directed. The common feedback was to adjust the map to always provide a view of their current location in relation to where their final destination is, and to add a button to confirm they had picked up the passenger and dropped them off.

adjust map to always show current location and destination

add a button to confirm passenger pickup / drop off

Test Insights | Driver

transferring earnings to bank account

When completing the task of transferring earnings to a bank account, participants found the initial earnings screen confusing. Specifically, they didn't know what the graph was in relation to, as it had no label. They also expected their total earnings to be the most important and biggest thing on the page, as it would be the first thing they would interested in. There was no clear button to transfer, as it was hard to locate in relation to the total earnings.

label and provide context for earnings graph

adjust content hierarchy, and emphasize the total earnings as the most important element

add clear button to transfer funds

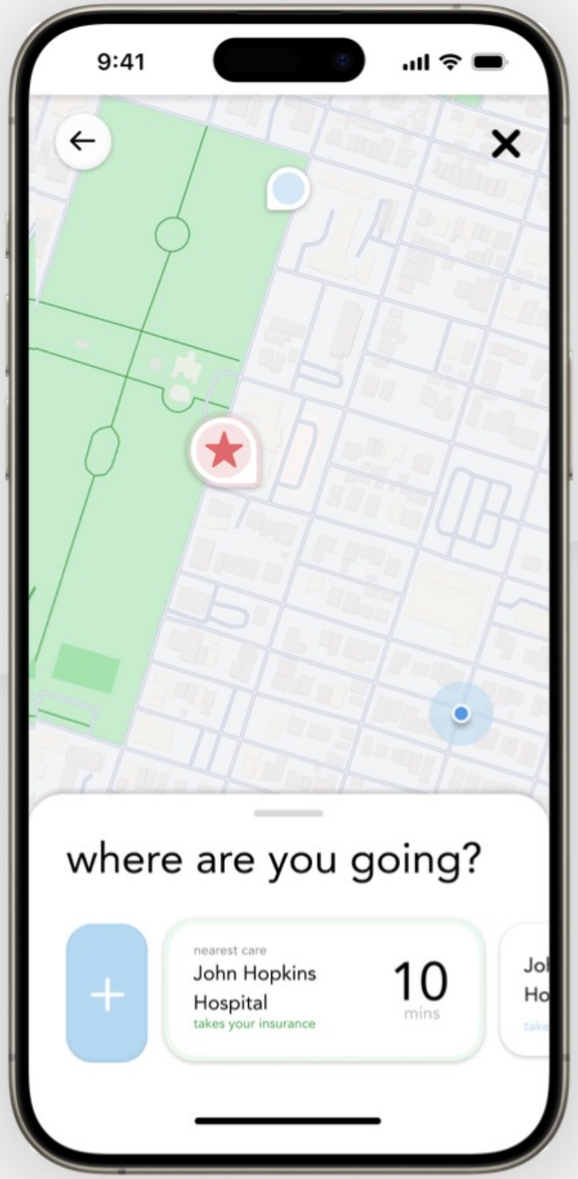
solution

final deliverables



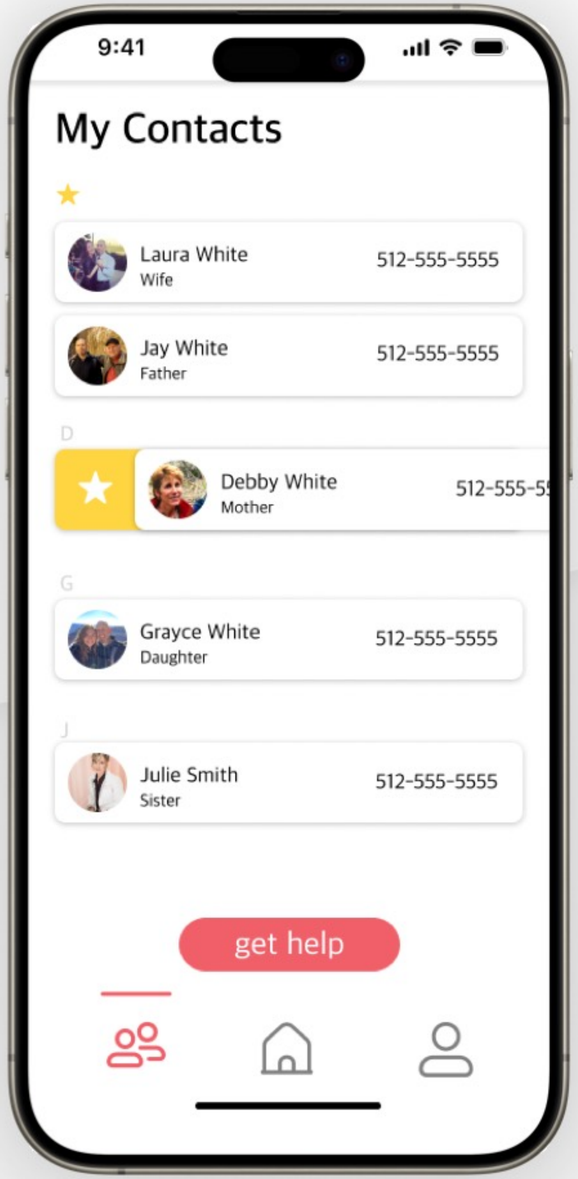
Passenger - Get A Ride

Getting a ride is as easy as clicking a button. A brief questionnaire will assess the situation's severity and direct you to call 911 if the emergency is deemed best served by EMS. Once the questionnaire is completed, view and select nearby medical facilities which take your insurance to be taken to, call a driver who is medically certified in BLS to transport you, and receive guidance on what to do for your injury while you wait for your driver to arrive.



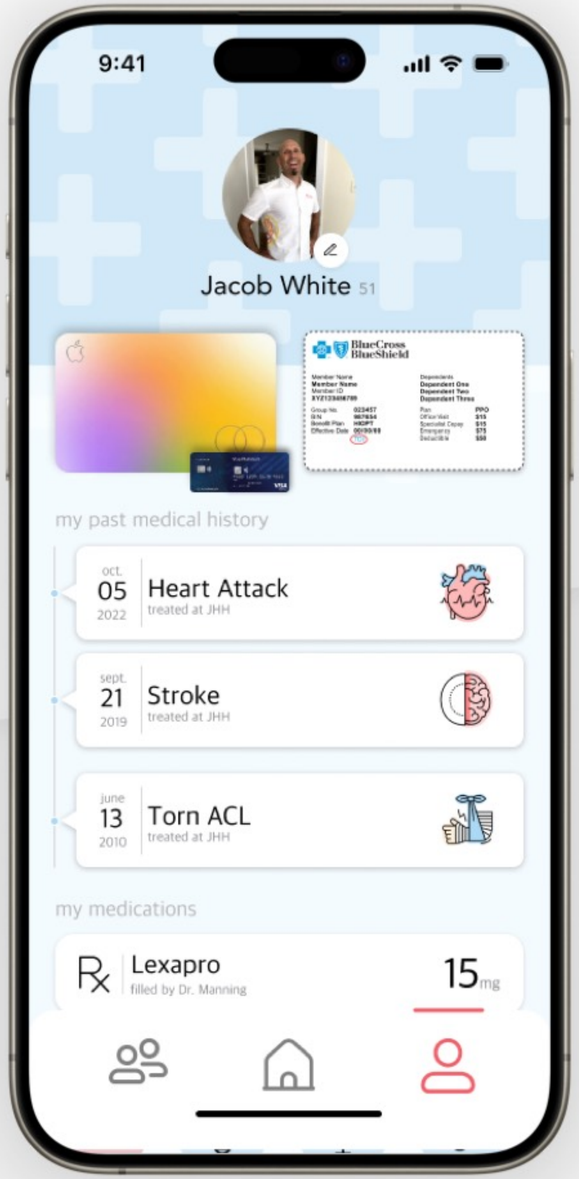
Passenger - Emergency Contacts

Emergency contacts provide the ability to send automatic updates to selected contacts if and when they need to call for a driver. These updates provide the selected contact with the your current location, a summary of the injury and its severity produced by the AI chatbot, and the medical facility you are being transported to.



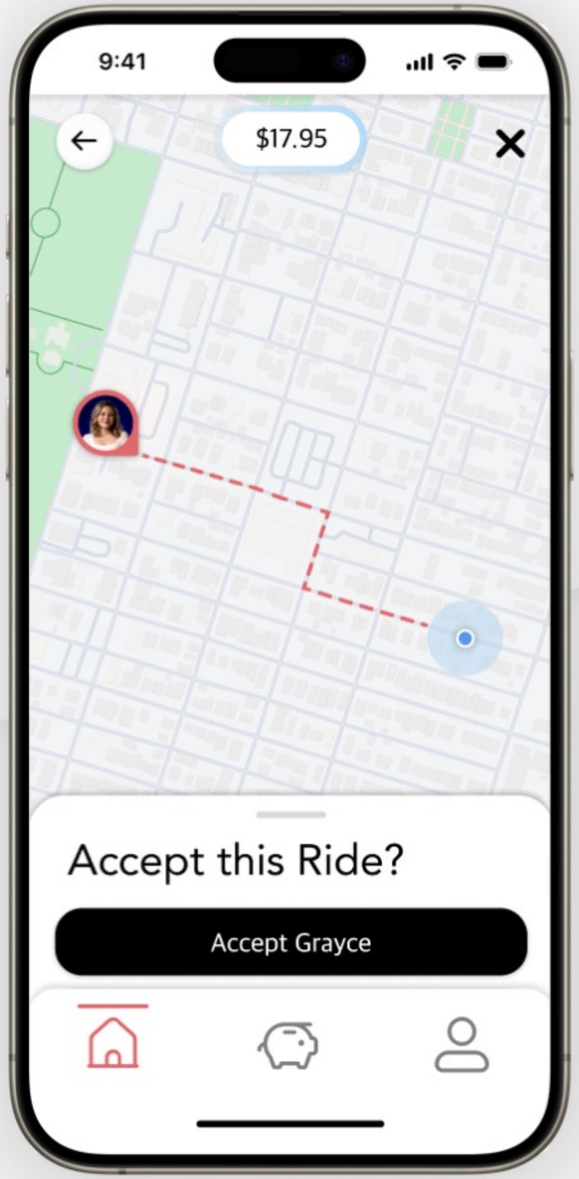
Passenger - Profile

Within your profile, you can enter your insurance info and edit your saved payments, as well as input your medical history, allergies, and medications. This information then becomes visible and immediately accessible on the home screen of your app for quick reference when they need it.



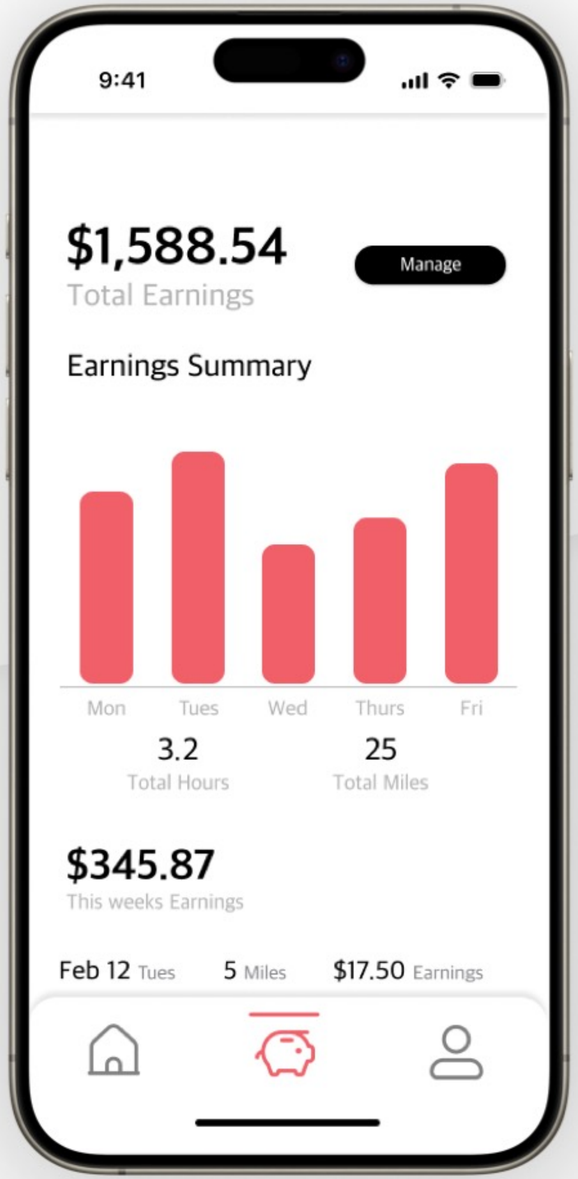
Driver - Accept A Ride

Drivers can accept a ride when it best fits them by easily toggling between being online and available to pick up passengers and offline and unavailable. When online, they will receive prompts from potential passengers nearby with a description of their minor and non-emergency injury, the intended destination, and the earnings they would receive if transported.



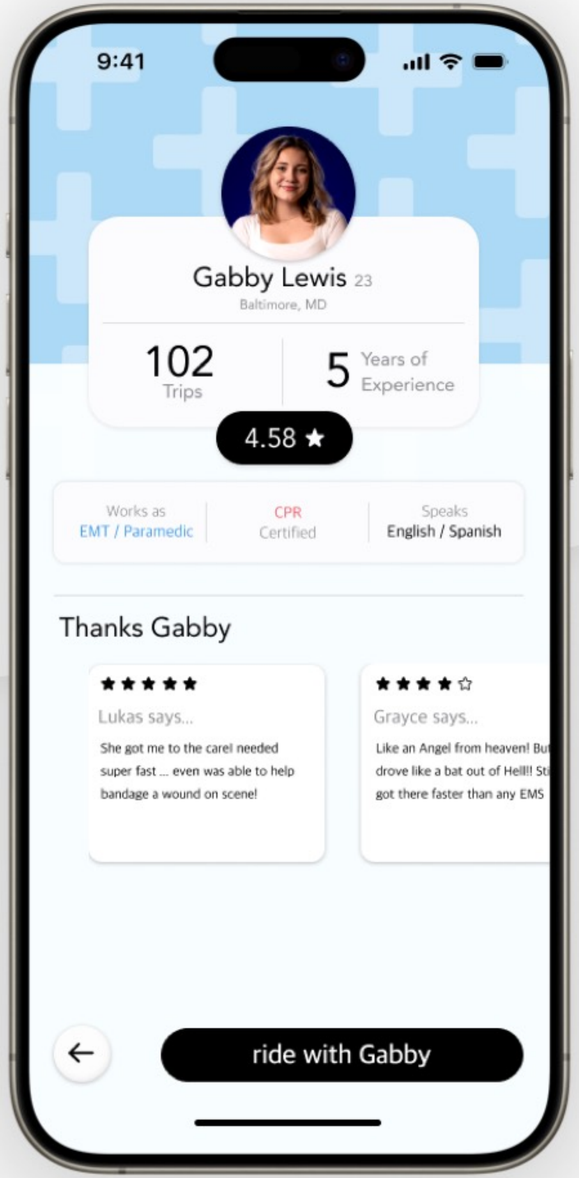
Driver - Manage Earnings

Drivers can manage earnings by transferring the balance of their Swift account to a specified bank account with the click of a button. They can also view their past earnings by week, month, and year, allowing them to compare their total earnings over time.



Driver - Profile

In their profile, drivers can view and enter new credentials and medical certifications to be verified. Drivers are basally required to be certified in BLS, but other medical experience can be added to their account for passengers to view when selecting a driver.



swift

a solution for people in non-emergency medical distress needing affordable transportation to medical treatment.

whether you ride or drive with us
feel safe, feel secure, feel swift

